

Enterprise Incident Report May 2011

As of 6/1/2011

Human Services

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents

Bottom Number - First Contact Resolution

Customer Company	High	Low	Medium	FCR Total
Human Services	4 0	2,134 1,210	17 1	2,155 1,211
Customer Company Total	4 0	2,134 1,210	17 1	2,155 1,211

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

Customer Company	High	Low	Medium	MIR Total
Human Services	4 1	2,134 103	17 3	2,155 107
Customer Company Total	4 1	2,134 103	17 3	2,155 107

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Human Services

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents

Bottom Number -Average time in hours

Customer Company	High	Low	Medium	ATTIR Total
Human Services	4 0.48	2,134 0.27	17 0.40	2,155 0.28
Customer Company Total	4 0.48	2,134 0.27	17 0.40	2,155 0.28

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Resolution

Customer Company	High	Low	Medium	MR Total
Human Services	4 0	2,134 75	17 3	2,155 78
Customer Company Total	4 0	2,134 75	17 3	2,155 78

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents

Bottom Number - Average time in hours

Customer Company	High	Low	Medium	ATTR Total
Human Services	4 0.98	2,134 1.09	17 2.19	2,155 1.09
Customer Company Total	4 0.98	2,134 1.09	17 2.19	2,155 1.09

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Human Services

Detail

INC000000285674	Nathan Steimle Metro B Desktop Support	Network Annice Valdez	Password Human Services	Novell Client for 32-bit Windows Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.43 5.26
INC000000297763	Susannah Burt Metro B Desktop Support	PC/Laptop Tom Hanson	Performance Human Services	None Medium Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.11 11.18
INC000000299791	Jeri Boyle Application Services	Application Martin Gonzalez	Reporting Human Services	Novell GroupWise Low Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.13 32.75
INC000000300103	Anita L Williams Rural Central Desktop Support	Print/Copy/Scan/Fax Troy Morris	Incident Human Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.80 1.30
INC000000300994	Bill Duncan Rural Central Desktop Support	PC/Laptop Troy Morris	Error Human Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.86 1.02
INC000000301381	Sharon Timmons Metro B Desktop Support	Application Annice Valdez	Reporting Human Services	Adobe Acrobat Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 4.14
INC000000301580	Sandra Gleed Metro B Desktop Support	None Annice Valdez	None Human Services	IPCC Express Low Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	44.53 44.53
INC000000301912	Ben Ashcraft Rural South Desktop Support	PC/Laptop Scott Jesienouski	Performance Human Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.33 5.69
INC000000302820	Danette L Larsen Help Desk	Application Brenda Treadway	Error Human Services	State Payroll Time Entry System Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.07
INC000000302956	Ying Dong Help Desk	Application Eileen Dubach	Password Human Services	Utah Master Directory Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.13 0.13
INC000000303538	Jeanine Taylor Metro B Desktop Support	PC/Laptop Annice Valdez	None Human Services	None Low Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.02 63.59
INC000000303741	Jennifer N Davis Rural South Desktop Support	PC/Laptop Ryan Bennett	Performance Human Services	None Low Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.60 7.78
INC000000303785	Denise K Steele Metro B Help Desk	None Janet Hongsyvilay	None Human Services	Citrix ICA Client Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.56 0.59
INC000000304195	Brooke Ibanez Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	Novell Client for 32-bit Windows Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.22 0.58
INC000000304246	Robert Snarr Metro B Desktop Support	Network Wayne Higgs	None Human Services	None Low Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.12 8.18
INC000000304385	Kathryn Wright Metro B Help Desk	Network Janet Hongsyvilay	Password Human Services	Novell Client for 32-bit Windows Low Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.40 9.92

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Human Services

INC000000304616	Lindsay Wilson Metro A Desktop Support	PC/Laptop Mike Wilde	Error Human Services	Microsoft Windows XP Professic Low Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 8.95
INC000000304659	Ruth Hauser Application Services	Network Tony Larsen	Error Human Services	Novell GroupWise Low Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	2.78 8.35
INC000000304719	Don Moss Metro B Desktop Support	Application Tom Hanson	Error Human Services	None Low Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	1.98 8.04
INC000000304871	Melisa Bruch Metro B Help Desk	None Val Shepherd	None Human Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.13 5.60
INC000000304897	Julie Taylor Rural Central Desktop Support	Application John Donaldson	Password Human Services	Novell GroupWise Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.36 5.74
INC000000304904	Cheryl Borgan Metro B Help Desk	None Janet Hongsyvilay	None Human Services	Citrix ICA Client Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.48 0.62
INC000000304933	David Solum Capitol Hosting	None Curtis Parker	None Human Services	None Low Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	8.39 46.61
INC000000304938	Jill Nielsen Rural Central Desktop Support	Network John Donaldson	Password Human Services	State Payroll Time Entry System Low Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000304990	Christina Anderson USTEPS Support	Application Jumpol Jatura	None Human Services	None Low Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.06 36.08
INC000000305011	Raitos Archuleta Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	SAFE Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.71 0.80
INC000000305048	Jenny Mendelson Voice Operations	Telecom Annette Nielsen	Feature Human Services	Telephone Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.03 0.11
INC000000305186	Kym Wilson Metro D North Desktop Support	Network Ryan Casey	Performance Human Services	ZENworks for Desktops Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 4.44
INC000000305422	Senituli Penitani Metro B Help Desk	Application Val Shepherd	Error Human Services	State Payroll Time Entry System Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000305423	Lori Jones Metro B Help Desk	Application Val Shepherd	Error Human Services	Novell GroupWise Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.23
INC000000305501	Tom Payne Rural Central Desktop Support	PC/Laptop Robert Case	Hardware Human Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 3.07
INC000000305507	Billie Bell Metro B Help Desk	Application Val Shepherd	Error Human Services	Utah System for Tracking Eligibi Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 4.82
INC000000305546	David Walling Rural Central Desktop Support	None Robert Case	None Human Services	None Low Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 9.08

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INC000000305552	Bill Woolley	Network	Password	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR: 0.04
INC000000305553	Christine G Nguyen	Application	Error	ZENworks for Desktops		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000305557	Jeff Wells	Application	Error	ZENworks for Desktops		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000305558	Elsa Johnson	Application	Error	ZENworks for Desktops		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000305560	Allen Orton	Application	Error	ZENworks for Desktops		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000305561	Kristen Gibson	Application	Error	ZENworks for Desktops		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000305562	Bill Woolley	Application	Error	ZENworks for Desktops		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000305563	Tracy Hart	Application	Error	ZENworks for Desktops		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000305570	Jay Carter	Network	Password	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000305572	Nathan Pierce	Application	None	Utah Master Directory		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000305573	Jill Colvin	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000305576	Joni Lance	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000305581	Shirley Harding	Telecom	None	None		TIR Missed: No	TIR: 0.20
	Voice Operations	Annette Nielsen	Human Services	Low	Closed	TTR Missed: No	TTR: 0.29
INC000000305602	Tona Rodriguez	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.34
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.70
INC000000305609	Jordan Gray	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.46
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR: 0.49
INC000000305614	Jeff Wells	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.46
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR: 0.99
INC000000305629	Daniel Musto	None	None	None		TIR Missed: No	TIR: 0.00
	Metro D Help Desk	Jed Patrick	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00

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INC000000305634	Rick H Hansen Metro B Help Desk	Network Val Shepherd	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000305639	Charlene Nelson Rural Central Desktop Support	PC/Laptop Paul Petersen	None Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.55
INC000000305640	Judy Sanders Voice/Data/WAN Services	Telecom Spencer Blodgett	Dial Tone Human Services	None Medium	TIR Missed: No TTR Missed: No	TIR: 0.38 TTR: 0.00
INC000000305640	Judy Sanders Voice/Data/WAN Services	Telecom Spencer Blodgett	Dial Tone Human Services	None Medium	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000305642	Amber McCoy Help Desk	Application Brenda Treadway	Error Human Services	State Payroll Time Entry System Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000305644	Leslie Barton Voice Operations	Telecom Annette Nielsen	IP Human Services	Telephone Low	TIR Missed: No TTR Missed: No	TIR: 0.36 TTR: 0.40
INC000000305649	Susan Bowman Metro B Help Desk	Network Val Shepherd	Incident Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000305693	Melissa Moss Metro A Help Desk	Application Ed Conrad	Password Human Services	Novell GroupWise 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000305711	Elsa Johnson Metro B Help Desk	Network Val Shepherd	Error Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.43 TTR: 0.66
INC000000305720	Kristin Lambert Metro D Help Desk	Network Doug Brown	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000305744	Mary Caputo Metro B Help Desk	Network Val Shepherd	Performance Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.50 TTR: 0.77
INC000000305751	Kimberly Cox Metro D Help Desk	None Jed Patrick	None Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000305756	Deborah Boucha Metro B Help Desk	Network Val Shepherd	Incident Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.51 TTR: 0.93
INC000000305772	Leslie Barton Voice Operations	Telecom Annette Nielsen	None Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.03
INC000000305795	Judy Hull Metro B Help Desk	Network Val Shepherd	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.66 TTR: 1.14
INC000000305797	Mary Jo Peck Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.67 TTR: 2.38
INC000000305806	Gloria Ruiz Help Desk	Network Brenda Treadway	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.51 TTR: 0.57

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INC000000305817	Kathy Tollett Metro B Hosting	None Paul Seager	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03
INC000000305825	Stacey Gleed Metro B Help Desk	Application Val Shepherd	Password Human Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000305829	Susan Riggs Metro B Help Desk	Print/Copy/Scan/Fax Val Shepherd	Queue Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000305847	Zeljka Sudar Metro B Help Desk	Application Val Shepherd	Password Human Services	Office of Recovery Services Infoc Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.75 0.78
INC000000305848	Preston Freitas Capitol Hosting	Server Doug Law	None Human Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.34 1.73
INC000000305860	Mindy Kelsey Metro B Help Desk	Mainframe Val Shepherd	Password Human Services	BlueZone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000305867	Jeff Wells Metro B Help Desk	Server Val Shepherd	Error Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.60 0.84
INC000000305869	Carrie Worthen Metro B Help Desk	Mainframe Janet Hongsyvilay	Error Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
INC000000305873	Wendy L Bates Operations Production Control	Mainframe Christie Burnham	Password Human Services	BlueZone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.70 0.72
INC000000305887	Betty Meyer Metro B Help Desk	Application Janet Hongsyvilay	Password Human Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.56 0.72
INC000000305899	Jacob Fitisemanu Metro D Help Desk	Application Doug Brown	Error Human Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000305900	Tracy Hart Metro B Help Desk	Application Val Shepherd	Reporting Human Services	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.69 0.83
INC000000305908	Terri Ruesch Help Desk	Network Brenda Treadway	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000305910	Rick Berry Metro B Help Desk	Network Val Shepherd	Error Human Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.01 1.11
INC000000305913	Terri Ruesch Metro B Help Desk	Application Val Shepherd	Password Human Services	Citrix ICA Client Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.07 1.68
INC000000305920	Mike Shaw Metro C Help Desk	Network Reed Stohel	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000305928	Brent Niederhauser Metro B Help Desk	Application Val Shepherd	None Human Services	Utah System for Tracking Eligibi Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.47 0.47

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INC000000305936	Julienne Rhees Metro D North Desktop Support	Network Neil Smedley	Error Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.11 2.39
INC000000305942	Linda Wininger Help Desk	Application Brenda Treadway	Error Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.04
INC000000305953	Kenna Evans Metro B Help Desk	Application Val Shepherd	None Human Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.27
INC000000305954	Trisha Reynolds Metro B Help Desk	Network Janet Hongsyvilay	Incident Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.81 0.84
INC000000305967	Pat Montanez Application Support	None Vern Stokes	None Human Services	DB2 Query Management Facility Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.71 11.18
INC000000305973	Colette Zolg Metro B Help Desk	Network Janet Hongsyvilay	Error Human Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.16 1.23
INC000000305974	Jim Lowe Help Desk	Application Brenda Treadway	Password Human Services	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.11 0.13
INC000000305982	Tona Rodriguez Metro B Help Desk	Print/Copy/Scan/Fax Val Shepherd	Incident Human Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.20 1.68
INC000000305992	Bonnie Hoopes Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.25 1.98
INC000000306002	Jeannie Tamera Warner Metro B Help Desk	Network Val Shepherd	Error Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.62 1.67
INC000000306010	Carol Niehus Help Desk	Print/Copy/Scan/Fax Brenda Treadway	Queue Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000306011	Gaylene Thomas Metro D Help Desk	Network John Robinson	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000306015	Martin Roundy Metro D Help Desk	None Jed Patrick	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000306054	Jessica Seal Metro B Help Desk	Mainframe Val Shepherd	Password Human Services	Office of Recovery Services Infoc Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.42 0.42
INC000000306058	Patricia Davis Metro B Help Desk	Print/Copy/Scan/Fax Val Shepherd	Queue Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000306077	Chrissy Romo Metro D Help Desk	None Doug Brown	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000306079	Glen Christensen Metro B Help Desk	Application Val Shepherd	Error Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	1.00 1.03

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INC000000306082	Jody Eby Metro B Help Desk	Application Val Shepherd	None Human Services	Novell GroupWise Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.02 1.05
INC000000306089	David A Jones Metro B Desktop Support	Application Cindy Reed	Error Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	3.61 3.61
INC000000306097	Kallee Simpson Help Desk	Application Vicky Marrelli	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000306102	Jarilyn Sterling Metro B Help Desk	Application Janet Hongsyvilay	Password Human Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.04
INC000000306104	Niki Wolfe Metro B Help Desk	PC/Laptop Val Shepherd	Performance Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.30
INC000000306109	Becky Adams Help Desk	Application Brenda Treadway	Password Human Services	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.13 0.50
INC000000306110	Becky Adams Help Desk	Application Brenda Treadway	Password Human Services	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.13 0.48
INC000000306111	Kari Wright Metro B Help Desk	Application Janet Hongsyvilay	Password Human Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.98 1.12
INC000000306133	Bill Woolley Metro B Help Desk	Application Val Shepherd	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000306141	Diane Felt Rural South Desktop Support	Application Lance Nay	None Human Services	Internet Explorer Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000306149	Rick Birrell Capitol Hosting	Server Patrick Funk	Error Human Services	None High	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08 0.97
INC000000306152	Stacy Randall Metro D North Desktop Support	Mobile Devices Ruston McKay	None Human Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.44 2.44
INC000000306160	Carol Miller Metro B Help Desk	None Janet Hongsyvilay	None Human Services	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.71 0.95
INC000000306163	Billie Bell Metro B Help Desk	Application Val Shepherd	Error Human Services	Utah System for Tracking Eligibi Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08 0.16
INC000000306174	Eva Clarke Metro C Help Desk	Network Chris Olson	None Human Services	Novell Messenger Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000306197	Jeff Harrop Metro B Help Desk	Application Janet Hongsyvilay	Password Human Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
INC000000306200	Sharon Osborne Metro D Help Desk	Network John Robinson	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000306210	Sarah Houser Metro B Help Desk	Network Janet Hongsyvilay	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.43 0.56
INC000000306216	Laureen Wilson Metro B Help Desk	Network Janet Hongsyvilay	None Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.49 0.62
INC000000306226	Jeannie Tamera Warner Rural Central Desktop Support	None Ron LeBaron	None Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.21
INC000000306242	Kathy Butt Metro B Help Desk	Application Val Shepherd	Password Human Services	Utah Criminal Justice Informatio Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.55 0.64
INC000000306259	Jose Gutierrez Rural Central Desktop Support	None Robert Case	None Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.92 0.92
INC000000306261	Marcia Martineau Metro D Help Desk	Network John Robinson	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000306263	Beth Oliver Metro B Desktop Support	Print/Copy/Scan/Fax Michael Barth	None Human Services	None Low	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	9.67 17.03
INC000000306268	Vern Greenhalgh Metro C Help Desk	Application Reed Stohel	Password Human Services	DB2 Query Management Facilit Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000306269	Tracey Timothy Metro C Desktop Support	Print/Copy/Scan/Fax Troy Buchanan	Incident Human Services	None Low	TIR Missed: Yes TTR Missed: No	TIR: TTR:	4.46 5.91
INC000000306273	Tracey Timothy Metro C Desktop Support	PC/Laptop Troy Buchanan	Performance Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.38 5.87
INC000000306276	Allison Jacobsen Voice/Data/WAN Services	Telecom Mike Johnson	CrossTalk/Noise/Static Human Services	None Low	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.32 20.38
INC000000306282	Sharon Osborne Metro B Help Desk	Application Val Shepherd	Reporting Human Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.31 0.36
INC000000306287	Subrina Westwood Rural South Desktop Support	PC/Laptop Scott Jesienouski	Hardware Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.28 1.15
INC000000306294	Karen Fronk Metro B Help Desk	Network Val Shepherd	Password Human Services	Citrix ICA Client Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.15 0.18
INC000000306295	Colleen Berrett Metro B Desktop Support	None Annice Valdez	None Human Services	None Low	TIR Missed: Yes TTR Missed: No	TIR: TTR:	4.80 4.82
INC000000306296	Nancy Newman Metro B Help Desk	Mainframe Janet Hongsyvilay	Error Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.07
INC000000306301	Janalee Burdette Help Desk	Network Brenda Treadway	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.29

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INC000000306304	Steve Wrigley Metro B Desktop Support	PC/Laptop Tom Hanson	Hardware Human Services	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.38 8.22
INC000000306305	Nicole Nielsen Metro B Help Desk	Application Val Shepherd	Password Human Services	pgp Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 0.37
INC000000306313	Dixie Yoder Metro B Help Desk	Application Val Shepherd	None Human Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.24
INC000000306332	Anita L Williams Rural Central Desktop Support	None Robert Case	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000306333	Joan Kesler Metro B Help Desk	Application Val Shepherd	Error Human Services	Utah System for Tracking Eligibi Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08 0.74
INC000000306334	Elizabeth Baker Metro B Help Desk	Application Val Shepherd	Error Human Services	Utah System for Tracking Eligibi Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.13 0.73
INC000000306344	Randy Darrington Metro B Help Desk	Application Gary Graham	Password Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.20 0.78
INC000000306350	Sarah Lake Metro C Help Desk	Print/Copy/Scan/Fax Chris Olson	Queue Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000306357	Kim Noble Metro B Help Desk	Application Val Shepherd	Error Human Services	Utah System for Tracking Eligibi Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.04 0.51
INC000000306386	Rick Harwood Metro B Help Desk	Application Gary Graham	Error Human Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.15 0.53
INC000000306393	Stacie Larson Help Desk	Application Brenda Treadway	Password Human Services	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.04 0.15
INC000000306415	Eliana Downing Help Desk	Application Brenda Treadway	Password Human Services	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.31 0.34
INC000000306424	Tammy L Davis Help Desk	Application Brenda Treadway	Password Human Services	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.32 0.34
INC000000306428	Sherrie Snow Rural Central Desktop Support	Application Paul Petersen	None Human Services	Mozilla Firefox Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.42
INC000000306433	Melanie Rasmussen Help Desk	Print/Copy/Scan/Fax James Stearns	Queue Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000306440	Roberta Gillette Metro B Help Desk	Network Val Shepherd	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000306441	Dianne Goodfellow Metro B Help Desk	Application Val Shepherd	Error Human Services	Utah System for Tracking Eligibi Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 0.12

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INC000000306444	Linda Moon	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000306448	Rick Birrell	Application	Error	Utah System for Tracking Eligibi		TIR Missed:	Yes	TIR:	1.07
	Capitol Hosting	Mike Tyrrell	Human Services	Medium	Closed	TTR Missed:	Yes	TTR:	5.05
INC000000306469	Justina Flesher	None	None	None		TIR Missed:	No	TIR:	0.06
	Operations Production Control	Lorraine Morgan	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.12
INC000000306511	Lisa Carter	Application	Reporting	None		TIR Missed:	No	TIR:	0.23
	Rural Central Desktop Support	Jeremy Standifird	Human Services	Low	Closed	TTR Missed:	Yes	TTR:	6.68
INC000000306516	Carolyn Rutherford	None	None	Internet Explorer		TIR Missed:	No	TIR:	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000306526	Kay Layton	Network	Error	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.05
INC000000306530	Danielle White	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.01
INC000000306547	Judy Hull	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.30
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.50
INC000000306559	Adam Workman	Application	None	Novell GroupWise		TIR Missed:	No	TIR:	0.12
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.19
INC000000306585	Danielle White	Mainframe	Error	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.02
INC000000306624	Debra Pittman	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000306628	Jay Carter	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000306643	Christine G Nguyen	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000306650	Lorilee Snyder	Application	Reporting	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.13
INC000000306653	Bob Parker	Mainframe	Error	BlueZone		TIR Missed:	No	TIR:	0.13
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.20
INC000000306685	Justina Flesher	Network	Incident	None		TIR Missed:	No	TIR:	0.27
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	1.99
INC000000306698	Lindsay Wilson	Network	Incident	Citrix ICA Client		TIR Missed:	No	TIR:	0.27
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	TTR:	1.93

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INC000000306700	Shirley Owen Metro B Help Desk	Application Gary Graham	Reporting Human Services	Novell GroupWise Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.34 1.45
INC000000306701	Carol Black Voice Operations	Telecom Annette Nielsen	Dial Tone Human Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 0.43
INC000000306705	Polly Colbert Metro B Help Desk	Network Janet Hongsyvilay	None Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.31
INC000000306707	Leann Wilber Metro B Desktop Support	Application Jay Locker	None Human Services	Microsoft Word Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	1.44 30.31
INC000000306727	Toni V Wardle Metro B Help Desk	Network Gary Graham	Error Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.35 1.50
INC000000306733	Mike Godfrey Rural Central Desktop Support	Application Jeremy Standifird	None Human Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 3.44
INC000000306769	Maciel Perea Metro B Help Desk	Application Janet Hongsyvilay	Password Human Services	Utah Criminal Justice Informatio Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.24 1.32
INC000000306779	Christine Peasley Metro A Desktop Support	PC/Laptop Mike Wilde	Performance Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000306781	Dennis Brooks Rural Central Desktop Support	Application Jeremy Standifird	Error Human Services	Adobe Flash Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.12
INC000000306786	Jacob Fitisemanu Metro B Help Desk	PC/Laptop Gary Graham	Error Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	1.00 1.06
INC000000306791	Jay Griffiths Voice Operations	Telecom Annette Nielsen	Voice Mail Human Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08 0.49
INC000000306799	Martin Roundy Metro B Help Desk	Network Gary Graham	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.09 2.61
INC000000306802	Robert Jowett Metro C Help Desk	Print/Copy/Scan/Fax Chuck Wilson	Queue Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000306806	Julie Bingham Metro D North Desktop Support	None Ruston McKay	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000306807	Bethanie Edwards Metro A Desktop Support	PC/Laptop Mike Wilde	Performance Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000306814	Valene Gibbs Metro D North Desktop Support	None Ruston McKay	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000306818	Melanie Rasmussen Metro D North Desktop Support	Print/Copy/Scan/Fax Ruston McKay	Queue Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000306819	Heidi Little Metro D North Desktop Support	Network Ryan Casey	Error Human Services	ZENworks for Desktops Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000306821	Terry Anderson Metro B Help Desk	PC/Laptop Janet Hongsyvilay	Password Human Services	PGP Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.94 1.61
INC000000306828	Lisa Peek Metro D North Desktop Support	None Ruston McKay	None Human Services	Office of Recovery Services Infrc Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000306830	Heidi Little Metro D North Desktop Support	Application Ryan Casey	Error Human Services	Novell GroupWise Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000306834	Shauna Hair Metro B Help Desk	Application Janet Hongsyvilay	Password Human Services	DB2 Query Management Facility Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.97 1.00
INC000000306838	Kristy Walker Metro C Help Desk	None Reed Stohel	None Human Services	BlueZone Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000306842	Nancy Stucki Metro B Help Desk	Application Gary Graham	Error Human Services	Novell GroupWise Low Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.15 2.30
INC000000306843	Susan Johnson Metro D North Desktop Support	Print/Copy/Scan/Fax Ruston McKay	Queue Human Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000306846	Nancy Stucki Help Desk	Application Vicky Marrelli	Password Human Services	Remedy Service Request Mana Low Resolved	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 7.20
INC000000306850	Don Campbell Rural Central Desktop Support	Wireless Connectivity Troy Morris	Error Human Services	None Low Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.83 6.39
INC000000306852	Gladys Davis Metro D North Desktop Support	None Ruston McKay	None Human Services	Novell Client for 32-bit Windows Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 3.18
INC000000306856	Cindy Ward Metro D Help Desk	Network Jed Patrick	Password Human Services	Novell Client for 32-bit Windows Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000306858	Kelle Shearer Help Desk	Network Brenda Treadway	Password Human Services	Novell Client for 32-bit Windows Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000306864	Nicole Thacker Metro B Desktop Support	Print/Copy/Scan/Fax Annice Valdez	None Human Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.12 0.98
INC000000306869	Mike Derbidge Metro B Help Desk	Mainframe Janet Hongsyvilay	Error Human Services	eFIND/eSHARE Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.04
INC000000306894	Valyn Pace Metro B Help Desk	Network Janet Hongsyvilay	Password Human Services	Novell Client for 32-bit Windows Low Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.20 1.23
INC000000306932	Sean T Orton Voice Operations	Telecom Annette Nielsen	Voice Mail Human Services	Telephone Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.03 0.07

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INC000000306960	Bill Duncan Metro B Help Desk	Network Janet Hongsyvilay	None Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03
INC000000306966	Timaree Crandell Metro B Help Desk	Application Janet Hongsyvilay	Reporting Human Services	None Medium	TIR Missed: No TTR Missed: No	TIR: TTR:	0.62 0.65
INC000000306970	Bettyeann Mayer Metro D Help Desk	None Jed Patrick	None Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000306975	Kingi Langi Metro B Help Desk	Application Janet Hongsyvilay	Reporting Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.49 0.51
INC000000306979	Jeffrey Chidester Metro B Help Desk	Network Janet Hongsyvilay	Incident Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.42 0.46
INC000000306986	Rickey Brown Metro D Help Desk	Network Doug Brown	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000306992	Linda Manning Metro D North Desktop Support	Print/Copy/Scan/Fax Ruston McKay	Queue Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000307025	Janalee Burdette Help Desk	Network Brenda Treadway	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000307027	Nan Mendenhall Metro B Help Desk	None Gary Graham	None Human Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.35 0.44
INC000000307034	Jose Gutierrez Metro B Help Desk	Network Janet Hongsyvilay	Incident Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.41 0.43
INC000000307038	Valerie King Help Desk	PC/Laptop James Stearns	Error Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.18 0.18
INC000000307042	Wendy Robles Metro B Desktop Support	Print/Copy/Scan/Fax Michael Barth	Incident Human Services	None Low	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	1.36 8.61
INC000000307053	Jill Walker Metro D Help Desk	Network John Robinson	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000307054	Elmo L Gruwell Rural Central Desktop Support	None Robert Case	None Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000307057	Cassandra Daley Rural Central Desktop Support	None Robert Case	None Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000307128	Tammy Samaniego Metro B Help Desk	Application Janet Hongsyvilay	Password Human Services	Utah Criminal Justice Informatio Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.06
INC000000307129	Jennifer Stoltmann Metro B Help Desk	None Janet Hongsyvilay	None Human Services	Utah Electronic Resource and E Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.13 2.26

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INC000000307134	Laura Tesch Metro C Help Desk	Network Chuck Wilson	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000307135	Eliana Downing Rural Central Desktop Support	Application Paul Petersen	Error Human Services	SAFE Low	TIR Missed: Yes TTR Missed: No	TIR: 1.57 TTR: 1.72
INC000000307148	Marilee Greenland Metro B Help Desk	None Janet Hongsyvilay	None Human Services	Citrix ICA Client Low	TIR Missed: Yes TTR Missed: No	TIR: 1.50 TTR: 1.92
INC000000307169	Laura Tesch Metro C Help Desk	Network Reed Stohel	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000307179	Brook Triplett Rural South Desktop Support	Network Scott Jesienouski	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.14 TTR: 1.28
INC000000307183	Kolleen Fortner Voice Operations	Telecom Annette Nielsen	None Human Services	Telephone Low	TIR Missed: No TTR Missed: No	TIR: 0.13 TTR: 0.21
INC000000307187	Jenna Boswick Metro B Help Desk	None Val Shepherd	None Human Services	SAFE Low	TIR Missed: Yes TTR Missed: No	TIR: 1.31 TTR: 1.54
INC000000307189	Heather Barlow Rural Central Desktop Support	Application Ron LeBaron	None Human Services	ZENworks for Desktops Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000307196	Sharla Bayles Metro C Help Desk	Application Ross Owen	Password Human Services	Citrix ICA Client Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000307201	Jolene Durrant Rural Central Desktop Support	Application Paul Petersen	None Human Services	Internet Explorer Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 1.01
INC000000307208	Tim Herzog Metro B Help Desk	Network Gary Graham	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: Yes TTR Missed: No	TIR: 1.04 TTR: 1.13
INC000000307210	Linda Taylor Rural Central Desktop Support	Application Ron LeBaron	None Human Services	ZENworks for Desktops Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000307211	Tim Herzog Metro B Desktop Support	Application Michael Barth	Reporting Human Services	None Low	TIR Missed: Yes TTR Missed: Yes	TIR: 7.26 TTR: 7.26
INC000000307217	Jennifer Popich Metro B Help Desk	Network Gary Graham	Error Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.13 TTR: 0.30
INC000000307223	Danny R Wheatley Rural Central Desktop Support	None Ron LeBaron	None Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000307226	Shelly Rivera Metro B Help Desk	Application Val Shepherd	Error Human Services	DB2 Query Management Facility Low	TIR Missed: Yes TTR Missed: No	TIR: 1.26 TTR: 1.41
INC000000307232	Garn Woodall Metro B Help Desk	None Gary Graham	None Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.05

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INC000000307243	Cynthia Johnson Metro B Help Desk	Application Val Shepherd	Reporting Human Services	SAFE Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.18 1.21
INC000000307251	Jeramy Jorgensen Rural South Desktop Support	Network Lance Nay	Incident Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.53
INC000000307259	Amanda L Jensen Metro D Help Desk	Network Doug Brown	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000307276	Karen Fronk Metro C Help Desk	Application Ross Owen	Password Human Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000307279	Suzanne Callister Rural Central Desktop Support	PC/Laptop Paul Petersen	Error Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 0.55
INC000000307296	Milton Gale Metro B Help Desk	Application Val Shepherd	Error Human Services	SAFE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.61 0.62
INC000000307330	Marie Chatterley Rural Central Desktop Support	None Robert Case	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.23 1.30
INC000000307333	Kari Wright Metro B Help Desk	Application Val Shepherd	Password Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.27 0.37
INC000000307350	Lori Hughes Metro B Desktop Support	Print/Copy/Scan/Fax Cindy Reed	Incident Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.13 0.13
INC000000307358	Vicky Wallace Metro B Desktop Support	PC/Laptop Annice Valdez	Hardware Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 4.78
INC000000307364	David Fast Metro D North Desktop Support	None Ruston McKay	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000307381	Aude Bermond Hamlet Application Services	Mobile Devices Dustin Crump	Error Human Services	BlackBerry Configuration Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.33 2.84
INC000000307388	Marcy Jensen Metro B Desktop Support	PC/Laptop Michael Barth	Hardware Human Services	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 14.62
INC000000307408	Natalie Holt Metro B Help Desk	Application Val Shepherd	None Human Services	Employee Gateway Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.29 5.58
INC000000307410	Diana Corona Metro B Help Desk	None Val Shepherd	None Human Services	Utah Criminal Justice Informatio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.17 0.40
INC000000307463	Terri Johnson Rural Central Desktop Support	None Robert Case	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000307470	Rebecca Mullan Metro B Help Desk	Print/Copy/Scan/Fax Val Shepherd	Queue Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000307526	Lynn Higginson Rural South Desktop Support	Application Lance Nay	None Human Services	ZENworks for Desktops Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000307528	Lindsay Wilson Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	SAFE Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
INC000000307531	Gladys Davis Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	DB2 Query Management Facility Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.36 0.41
INC000000307533	Lori Ramos Metro B Help Desk	PC/Laptop Janet Hongsyvilay	Performance Human Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.40 0.55
INC000000307545	Thelma Sorensen Metro C Help Desk	Application Ross Owen	Password Human Services	DB2 Query Management Facility Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000307549	Debi Taylor Voice Operations	Telecom Annette Nielsen	Call Management Human Services	Telephone Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.34 0.34
INC000000307564	John Wilson Metro B Help Desk	PC/Laptop Janet Hongsyvilay	Error Human Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.36 0.69
INC000000307570	Kallee Simpson Metro B Help Desk	Network Janet Hongsyvilay	Password Human Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.55 0.66
INC000000307575	Jill Aldrich Metro D Help Desk	Network Jed Patrick	Password Human Services	Novell Client for 32-bit Windows Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000307583	Vickie Long Rural Central Desktop Support	Application Paul Petersen	None Human Services	ZENworks for Desktops Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.68
INC000000307609	Gladys Davis Metro B Help Desk	Print/Copy/Scan/Fax Janet Hongsyvilay	Incident Human Services	DB2 Query Management Facility Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.23 0.25
INC000000307611	Amber Newman Rural Central Desktop Support	Application Jay Barfuss	Password Human Services	Novell GroupWise Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.08
INC000000307614	Rickey Brown Help Desk	Network Vicky Marrelli	Error Human Services	Novell Client for 32-bit Windows Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000307629	Greg Dunn Metro B Help Desk	Application Janet Hongsyvilay	Password Human Services	DB2 Query Management Facility Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.06 0.09
INC000000307635	Edith Mathis Metro B Help Desk	Network Gary Graham	Password Human Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.13 0.56
INC000000307658	Linda Taylor Rural Central Desktop Support	Application Paul Petersen	None Human Services	ZENworks for Desktops Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.05
INC000000307664	Salvador Mendez Metro B Help Desk	Application Janet Hongsyvilay	Reporting Human Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 0.32

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INC000000307679	Ken McCauley Metro B Desktop Support	Network Michael Barth	Incident Human Services	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.02 9.42
INC000000307682	Rod Cromar Voice Operations	Telecom Lois Schow	Feature Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.33 0.40
INC000000307695	Edith Mathis Metro B Help Desk	PC/Laptop Janet Hongsyvilay	Error Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.19 0.28
INC000000307713	Pat Montanez Metro D Help Desk	None Jed Patrick	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000307771	Julia Huffaker Help Desk	None Eileen Dubach	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.32
INC000000307790	Jocelyn Terrill Metro D North Desktop Support	Application Lori Hartzell	Error Human Services	Utah Cares Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.85
INC000000307791	Brian Jones Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000307792	Becky Snider Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000307793	Bruce Taylor Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000307794	Corinne Evans Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000307795	Dianne Garcia Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000307796	Darlene Pierce Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000307797	Geri Jones Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000307798	Gwen Nelson Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000307799	Jeff Clark Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000307800	Juli A Cox Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000307801	Jose Gutierrez Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000307802	Jim Ingram Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	ZENworks for Desktops Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000307803	January Larsen Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	ZENworks for Desktops Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000307804	Jan A Nielsen Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	ZENworks for Desktops Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000307805	Jeff J Turner Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	ZENworks for Desktops Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000307806	Julie Wright Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	ZENworks for Desktops Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000307807	Katie Jensen Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	ZENworks for Desktops Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000307808	Kendall Johnson Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	ZENworks for Desktops Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000307809	Kristin S Perry Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	ZENworks for Desktops Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000307810	Melissa Brady Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	ZENworks for Desktops Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000307812	Shawna Peterson Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	ZENworks for Desktops Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000307815	Debbie Koew Metro B Help Desk	None Val Shepherd	None Human Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.46
INC000000307836	Janice Gee Metro B Help Desk	Application Val Shepherd	Password Human Services	Citrix ICA Client Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000307838	Bruce Taylor Metro B Help Desk	Network Janet Hongsyvilay	Password Human Services	Novell Client for 32-bit Windows Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.67 1.01
INC000000307861	Julia Huffaker Metro B Help Desk	PC/Laptop Gary Graham	Hardware Human Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.79 0.88
INC000000307869	Sharon Curiel Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	PGP Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.73 0.78
INC000000307880	Becky Snider Metro B Help Desk	Application Val Shepherd	None Human Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000307885	Geri Jones Metro B Help Desk	Application Val Shepherd	None Human Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000307888	Stacy L Petersen	Application	Password	None		TIR Missed:	No	TIR:	0.00
Help Desk		James Stearns	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000307907	Jordan Gray	Application	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
Help Desk		Vicky Marrelli	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000307913	Alan K Misbach	Network	Incident	None		TIR Missed:	No	TIR:	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000307917	Alan K Misbach	Network	Incident	None		TIR Missed:	No	TIR:	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000307918	Alan K Misbach	Network	Incident	None		TIR Missed:	No	TIR:	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000307919	Alan K Misbach	Network	Incident	None		TIR Missed:	No	TIR:	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000307921	Alan K Misbach	Network	Incident	None		TIR Missed:	No	TIR:	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000307924	Alan K Misbach	Network	Incident	Novell ConsoleOne		TIR Missed:	No	TIR:	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000307928	Doris Prettyman	Telecom	Call/Receive	Telephone		TIR Missed:	No	TIR:	0.39
Voice Operations		Annette Nielsen	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.39
INC000000307939	Tina Humphrey	Application	None	Content Manager - Centralized I		TIR Missed:	No	TIR:	0.11
Metro B Hosting		Justin Rasmussen	Human Services	Low	Closed	TTR Missed:	No	TTR:	1.48
INC000000307977	Daniel Musto	Network	Performance	Internet Explorer		TIR Missed:	No	TIR:	0.15
Metro B Help Desk		Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.19
INC000000307978	Jeff Clark	Network	Incident	None		TIR Missed:	No	TIR:	0.20
Metro B Help Desk		Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.79
INC000000308001	Jeff J Turner	Application	None	None		TIR Missed:	No	TIR:	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000308002	Kay Layton	None	None	None		TIR Missed:	No	TIR:	0.61
Metro B Desktop Support		Jay Locker	Human Services	Low	Closed	TTR Missed:	No	TTR:	3.31
INC000000308020	Kyle Hillyard	Application	Error	None		TIR Missed:	No	TIR:	0.10
Rural South Desktop Support		Ryan Bennett	Human Services	Low	Closed	TTR Missed:	No	TTR:	3.62
INC000000308023	Terri Ruesch	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
Help Desk		Brenda Treadway	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000308026	Terri Ruesch	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.68
Metro B Help Desk		Gary Graham	Human Services	Low	Closed	TTR Missed:	No	TTR:	3.20

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INC000000308028	Susan Goodman	None	None	None		TIR Missed: No	TIR: 0.00
	Metro D Help Desk	Jed Patrick	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000308031	Jill M Hill	Network	Incident	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 1.69
INC000000308052	Kelsae Stentzel	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.09
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.57
INC000000308059	Ruth Hauser	Print/Copy/Scan/Fax	Incident	None		TIR Missed: Yes	TIR: 11.98
	Metro B Desktop Support	Cindy Reed	Human Services	Low	Closed	TTR Missed: Yes	TTR: 11.98
INC000000308060	Susan Johnson	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000308064	Valene Gibbs	None	None	None		TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000308074	Lisa Peek	None	None	RSA SecurID Software Token		TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	TTR: 1.29
INC000000308096	Julia Kolovich	PC/Laptop	Hardware	None		TIR Missed: Yes	TIR: 3.58
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	TTR: 3.90
INC000000308112	Shawna Peterson	Application	None	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000308114	Shawna Peterson	Application	None	None		TIR Missed: No	TIR: 0.03
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	TTR: 3.76
INC000000308124	Annette Robertson	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Duane Hardy	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000308128	Jose Gutierrez	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000308134	Jorden Czech	Application	None	Citrix ICA Client		TIR Missed: No	TIR: 0.10
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.10
INC000000308135	Elise LaJeunesse	None	None	Novell GroupWise		TIR Missed: Yes	TIR: 2.29
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	TTR: 4.01
INC000000308152	Vicki Carver	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000308156	Kelsi Chamberlain	None	None	Remedy Asset Management		TIR Missed: No	TIR: 0.08
	Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed: No	TTR: 0.23
INC000000308162	Anna Christensen	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.02
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	TTR: 3.40

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INC000000308166	Tristine Toyn	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000308168	Lory Pond	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR: 0.00
Metro D Help Desk	John Robinson	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000308173	Jason Davidson	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000308174	Romona Zellers	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR: 0.05
INC000000308183	Christine Hamontree	Application	Password	Citrix ICA Client	TIR Missed: No	TIR: 0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR: 0.03
INC000000308188	Jody Rushton-Porter	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR: 0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR: 0.04
INC000000308211	Fred Butterfield	PC/Laptop	Virus	None	TIR Missed: No	TIR: 0.00
Rural Central Desktop Support	Colin Bodkin	Human Services	Low	Closed	TTR Missed: No	TTR: 1.86
INC000000308219	Leca Hicken	Application	None	PGP	TIR Missed: No	TIR: 0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR: 0.13
INC000000308230	Laurie Fuhriman	Application	None	Citrix ICA Client	TIR Missed: No	TIR: 0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.01
INC000000308233	Shauna Thomas	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR: 0.00
Metro D North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000308242	Monica Kitchens	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR: 0.14
INC000000308248	Kerry Soelberg	Application	None	ZENworks for Desktops	TIR Missed: No	TIR: 0.00
Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	TTR: 3.00
INC000000308249	Jolene Durrant	Application	None	SAFE	TIR Missed: No	TIR: 0.00
Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	TTR: 2.97
INC000000308252	Jenny Mendelson	Application	None	Citrix ICA Client	TIR Missed: No	TIR: 0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR: 0.11
INC000000308262	Melanie Rasmussen	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR: 0.00
Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000308264	Laurie Flores	Application	Error	SAFE	TIR Missed: No	TIR: 0.35
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR: 0.41
INC000000308266	Carrie Worthen	None	None	None	TIR Missed: No	TIR: 0.43
Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	TTR: 1.05

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INC000000308289	Tausoa Snead Metro B Help Desk	Application Val Shepherd	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000308311	Justina Flesher Enterprise Security	None Bart Grant	None Human Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	3.85 3.85
INC000000308314	Robert Jowett Metro B Help Desk	Print/Copy/Scan/Fax Janet Hongsyvilay	Queue Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
INC000000308353	Kerri Burns Application Services	Mobile Devices Dustin Crump	Error Human Services	iPhone Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	3.40 4.13
INC000000308357	Jenny Fuchs Rural Central Desktop Support	Network Paul Petersen	None Human Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.58 2.34
INC000000308381	Lesa Willhard Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	RSA SecurID Software Token Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.10
INC000000308392	Liesa Corbridge Metro B Desktop Support	None Annice Valdez	None Human Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.95 2.92
INC000000308411	Celeste LaBorde Metro C Help Desk	None Ross Owen	None Human Services	Utah Criminal Justice Informatio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000308425	Denise Fairbourn Metro B Help Desk	None Val Shepherd	None Human Services	RSA SecurID Software Token Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.14 0.23
INC000000308428	Dorothy Richardson Rural Central Desktop Support	Application Rod Montoya	Reporting Human Services	Adobe Acrobat Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.15
INC000000308429	Jose Gutierrez Metro B Help Desk	Application Val Shepherd	None Human Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.09
INC000000308431	Peggy Thacker Rural Central Desktop Support	Application Rod Montoya	Reporting Human Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.09
INC000000308439	Penny Stewart Metro B Desktop Support	PC/Laptop Michael Barth	Error Human Services	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.43 9.86
INC000000308443	Keith Brown Help Desk	Print/Copy/Scan/Fax James Stearns	Queue Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000308450	Candice Barber Metro B Help Desk	Application Val Shepherd	Password Human Services	Unified Social Services Delivery Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.25 0.28
INC000000308462	Vicki Altomare Rural Central Desktop Support	Application Paul Petersen	None Human Services	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.78
INC000000308463	Theo Judson Rural Central Desktop Support	PC/Laptop Paul Petersen	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 5.16

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INC000000308482	Judy Maynard Metro B Desktop Support	PC/Laptop Cindy Reed	Error Human Services	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.27 26.03
INC000000308500	Toni Mortensen Metro B Help Desk	Print/Copy/Scan/Fax Val Shepherd	Queue Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000308517	Bruce Taylor Rural Central Desktop Support	Application Robert Case	Reporting Human Services	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.15 8.57
INC000000308530	Caron Hacker Metro B Help Desk	Network Val Shepherd	Incident Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.16
INC000000308553	Kari Smith Metro B Help Desk	Mainframe Janet Hongsyvilay	None Human Services	Computerized Unemployment B Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03
INC000000308576	Odell Erickson Help Desk	Application Vicky Marrelli	Password Human Services	PGP Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000308595	Gwen Nelson Metro B Help Desk	Network Gary Graham	Error Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.11 0.33
INC000000308605	Kathy Maxfield Metro B Help Desk	Application Janet Hongsyvilay	Password Human Services	DB2 Query Management Facility Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
INC000000308607	Kasey Goldstein Metro B Help Desk	Network Val Shepherd	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000308612	Laureen Wilson Metro B Help Desk	Network Janet Hongsyvilay	None Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.15
INC000000308617	Jacklyn Valdez Voice/Data/WAN Services	Telecom Art Scott	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 0.84
INC000000308677	Rickey Brown Metro B Help Desk	Network Val Shepherd	Error Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.79 1.01
INC000000308681	Justina Flesher Metro B Help Desk	Network Janet Hongsyvilay	None Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.05 0.09
INC000000308694	Richard Hallam Metro B Help Desk	Network Janet Hongsyvilay	Error Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03
INC000000308697	Heidi Hansen Operations Production Control	None Duane Hardy	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000308706	Clint Thurgood Metro C Help Desk	Application Reed Stohel	Password Human Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000308735	Leca Hicken Rural Central Desktop Support	Application Ron LeBaron	None Human Services	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.15

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INC000000308746	Laureen Wilson Metro B Help Desk	Network Janet Hongsyvilay	None Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.06
INC000000308752	Toni Davis Metro B Help Desk	Print/Copy/Scan/Fax Janet Hongsyvilay	Queue Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.02
INC000000308762	Katie DeGroot Help Desk	Print/Copy/Scan/Fax Brenda Treadway	Queue Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000308763	Carlie Horrocks Metro B Help Desk	Application Gary Graham	Password Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.17 TTR: 0.35
INC000000308768	Delayne Heinhold Metro A Desktop Support	PC/Laptop Mike Wilde	Performance Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000308769	Kiersten Bushman Metro B Help Desk	None Gary Graham	None Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.03
INC000000308770	Michael Raddatz Rural Central Desktop Support	Application John Donaldson	Error Human Services	OpenOffice.org Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000308774	Royene Bate Rural Central Desktop Support	Application John Donaldson	Error Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000308776	Royene Bate Rural Central Desktop Support	Application John Donaldson	Error Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000308778	John Miller Rural Central Desktop Support	Application John Donaldson	Password Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000308783	Kevin Moore Rural Central Desktop Support	Application John Donaldson	Password Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000308786	Scott Roudabush Rural Central Desktop Support	Application John Donaldson	Password Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000308790	Shannon Black Rural Central Desktop Support	PC/Laptop John Donaldson	Hardware Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000308794	Suzanne O'Connell Metro B Desktop Support	Application Annice Valdez	None Human Services	Office of Recovery Services Infoc Low	TIR Missed: No TTR Missed: No	TIR: 0.30 TTR: 2.33
INC000000308795	Shannon Black Rural Central Desktop Support	PC/Laptop John Donaldson	Password Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000308814	Nathan Pierce Metro B Help Desk	Network Janet Hongsyvilay	Error Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: Yes	TIR: 0.00 TTR: 22.00
INC000000308815	Jacob Burton Capitol Hosting	None Conn Peterson	None Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00

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INC000000308824	Tim Herzog	None	None	None		TIR Missed: Yes	TIR:	1.36
	Metro B Desktop Support	Michael Barth	Human Services	Medium	Closed	TTR Missed: No	TTR:	2.58
INC000000308828	Cindy M Christensen	None	None	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR:	0.24
INC000000308829	Vicky Wallace	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000308830	Connie R Frandsen	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	TTR:	0.91
INC000000308831	Sharon Timmons	Application	Reporting	ZENworks for Desktops		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	TTR:	0.86
INC000000308833	Jeanne Godfrey	Application	Error	Citrix ICA Client		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000308840	Susan Bowman	Application	None	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR:	0.01
INC000000308852	Cosette Mills	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.03
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR:	0.12
INC000000308853	Jill Bell	Print/Copy/Scan/Fax	Queue	None		TIR Missed: Yes	TIR:	1.08
	Mainframe Systems Support	Kathy Guthrie	Human Services	Low	Closed	TTR Missed: No	TTR:	1.10
INC000000308869	Terri Ruesch	Application	Password	Citrix ICA Client		TIR Missed: No	TIR:	0.05
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR:	0.07
INC000000308872	Mark Scott	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR:	0.03
INC000000308873	Elise Napper	Network	Password	None		TIR Missed: No	TIR:	0.06
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR:	0.27
INC000000308878	Tami Jensen-Rivera	Application	Error	Microsoft Access		TIR Missed: No	TIR:	0.05
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	TTR:	0.20
INC000000308880	Lisa Bruno	None	None	None		TIR Missed: No	TIR:	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000308883	Mike Derbidge	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Metro C Help Desk	Chuck Wilson	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000308888	Marcie Valenzuela	Application	Reporting	Novell GroupWise		TIR Missed: No	TIR:	0.14
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	TTR:	0.31
INC000000308898	Rick H Hansen	Application	Error	RSA SecurID Software Token		TIR Missed: No	TIR:	0.07
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR:	0.25

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INC000000308909	Lory Pond	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.00
	Help Desk	Eileen Dubach	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000308911	Vickie Long	Application	None	ZENworks for Desktops		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000308929	Aubrey Garaff	Application	None	Novell Messenger		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.07
INC000000308943	Kelly R Anderson	Network	Error	None		TIR Missed:	No	TIR:	0.08
	Metro B Help Desk	Gary Graham	Human Services	Medium	Closed	TTR Missed:	No	TTR:	1.39
INC000000308961	Annita Kendall	PC/Laptop	Performance	None		TIR Missed:	No	TIR:	0.73
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed:	Yes	TTR:	7.80
INC000000308968	Mary Burgener	PC/Laptop	None	None		TIR Missed:	No	TIR:	0.63
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.64
INC000000308973	Kiersten Bushman	Application	Password	Citrix ICA Client		TIR Missed:	No	TIR:	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000308975	Mike Derbidge	None	None	Office of Recovery Services Inf		TIR Missed:	No	TIR:	0.04
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.07
INC000000308982	Kiersten Bushman	Application	Password	Citrix ICA Client		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000308988	Rebecca Barnett	Application	Error	Novell GroupWise PDA Connec		TIR Missed:	No	TIR:	0.15
	Metro B Desktop Support	Tom Hanson	Human Services	Low	Closed	TTR Missed:	No	TTR:	2.42
INC000000309010	Anna Owen	Application	None	Utah System for Tracking Eligibi		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.33
INC000000309018	April Conti	None	None	Office of Recovery Services Inf		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000309047	Stephanie Sinju	Network	None	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.40
INC000000309054	Gwen Nelson	Application	Reporting	Microsoft Windows XP Professi		TIR Missed:	No	TIR:	0.07
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.24
INC000000309057	Mike Pickett	Network	None	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.13
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No	TTR:	2.25
INC000000309067	Gordon Allison	Network	Incident	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.03
INC000000309077	Dinah Weldon	PC/Laptop	None	None		TIR Missed:	No	TIR:	0.05
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.12

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INC000000309095	Stephanie Sinju Metro B Help Desk	Network Janet Hongsyvilay	None Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.09
INC000000309100	Suzanne Callister Rural Central Desktop Support	Application Paul Petersen	None Human Services	SAFE Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.29
INC000000309104	Sherrie Snow Rural Central Desktop Support	Application Paul Petersen	None Human Services	ZENworks for Desktops Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.47
INC000000309105	Heather Rondorf Metro B Help Desk	PC/Laptop Val Shepherd	Performance Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 1.83
INC000000309106	Karen Fronk Metro D North Desktop Support	Application Lori Hartzell	Reporting Human Services	Microsoft Windows XP Professio Low	TIR Missed: No TTR Missed: No	TIR: 0.04 TTR: 3.72
INC000000309134	Tammy Samaniego Operations Production Control	None Duane Hardy	None Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000309141	Theresa L Mathis Metro B Help Desk	Application Janet Hongsyvilay	Password Human Services	Citrix ICA Client Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.04
INC000000309165	Steven J Sorensen Metro B Help Desk	PC/Laptop Janet Hongsyvilay	Performance Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.17 TTR: 0.69
INC000000309169	Deborah Wilbur Metro B Help Desk	Application Janet Hongsyvilay	Reporting Human Services	Office of Recovery Services Inf Low	TIR Missed: No TTR Missed: No	TIR: 0.22 TTR: 0.30
INC000000309171	Janet Oberto Rural South Desktop Support	Network Lance Nay	Password Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000309174	Marti Bown Rural South Desktop Support	Application Lance Nay	None Human Services	Microsoft Windows XP Professio Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000309177	Theresa L Mathis Metro B Help Desk	None Val Shepherd	None Human Services	Citrix ICA Client Low	TIR Missed: No TTR Missed: No	TIR: 0.22 TTR: 0.24
INC000000309183	KC Whittaker Rural Central Desktop Support	PC/Laptop Robert Case	Performance Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.01 TTR: 3.98
INC000000309187	Scott Gerber Metro B Help Desk	Network Janet Hongsyvilay	Incident Human Services	Cisco AnyConnect VPN Client Low	TIR Missed: No TTR Missed: No	TIR: 0.39 TTR: 0.57
INC000000309200	Chris Morton Metro B Help Desk	None Gary Graham	None Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 1.69
INC000000309203	Annette Perkins Metro C Help Desk	PC/Laptop Chuck Wilson	None Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000309218	Alexandra Urban Metro B Help Desk	Application Gary Graham	Reporting Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.08

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INC000000309223	Terri Niederhauser Metro D North Desktop Support	Print/Copy/Scan/Fax Ruston McKay	Queue Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000309225	Suzanne O'Connell Metro D North Desktop Support	Print/Copy/Scan/Fax Ruston McKay	Queue Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000309226	Kimia Prince Metro D North Desktop Support	Print/Copy/Scan/Fax Ruston McKay	Queue Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000309228	Melanie Rasmussen Metro D North Desktop Support	Print/Copy/Scan/Fax Ruston McKay	Queue Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000309254	Stephanie Hovat Metro B Help Desk	Mainframe Val Shepherd	Password Human Services	BlueZone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000309291	Rick Ericksen Rural Central Desktop Support	None Robert Case	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000309294	Elaine Jimenez Rural Central Desktop Support	None Ron LeBaron	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000309302	Jamie John Metro B Help Desk	Network Val Shepherd	Incident Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000309338	Tyler Petersen Metro B Help Desk	Network Val Shepherd	Incident Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.50
INC000000309341	Mike Derbidge Metro B Help Desk	Mainframe Val Shepherd	Password Human Services	BlueZone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000309345	Elizabeth Baker Metro B Help Desk	PC/Laptop Val Shepherd	Error Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 0.29
INC000000309349	Deanne Braun Voice/Data/WAN Services	Telecom Art Scott	Hardware Human Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.06 2.53
INC000000309351	Becky Crosby Rural South Desktop Support	Application Doug Chaston	Error Human Services	SAFE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000309352	Wes Larson Metro A Help Desk	Network Cindy Schroeder	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000309379	Susan Nance Rural Central Desktop Support	None Robert Case	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.10
INC000000309385	Jill Aldrich Metro B Help Desk	Network Janet Hongsyvilay	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.29 0.52
INC000000309390	Justina Flesher Metro B Help Desk	None Val Shepherd	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 0.18

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INC000000309405	Annette Robertson Metro B Help Desk	Application Val Shepherd	Password Human Services	Computerized Unemployment B Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000309432	Casey Christopherson Rural Central Desktop Support	Application Paul Petersen	None Human Services	ZENworks for Desktops Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.38
INC000000309434	Melanie Jex Voice Operations	Telecom Annette Nielsen	Voice Mail Human Services	Telephone Low	TIR Missed: No TTR Missed: No	TIR: 0.15 TTR: 0.24
INC000000309522	Jessica Jonas Metro C Help Desk	Print/Copy/Scan/Fax Ross Owen	None Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000309539	Gaye Bluemel Metro B Help Desk	Network Janet Hongsyvilay	None Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.02
INC000000309546	Gaye Bluemel Metro B Help Desk	Network Janet Hongsyvilay	None Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.02
INC000000309552	Gaye Bluemel Metro B Help Desk	Network Janet Hongsyvilay	None Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.03
INC000000309565	Gaye Bluemel Metro B Help Desk	Network Janet Hongsyvilay	None Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.03
INC000000309594	Tyler Colby Rural South Desktop Support	PC/Laptop Lance Nay	None Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000309612	Rosemary Mories Rural Central Desktop Support	PC/Laptop John Donaldson	Error Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000309613	Leticia Dardon Metro C Help Desk	None Ross Owen	None Human Services	Office of Recovery Services Infoc Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000309618	Sean T Orton Rural Central Desktop Support	Application John Donaldson	Reporting Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000309621	Spencer Hall Rural Central Desktop Support	PC/Laptop John Donaldson	Hardware Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000309626	Scott Roudabush Rural Central Desktop Support	Network John Donaldson	Incident Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000309631	Justina Flesher Metro B Help Desk	None Gary Graham	None Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.11 TTR: 0.25
INC000000309643	Mary C Blackburn Metro B Help Desk	Network Val Shepherd	Incident Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.07
INC000000309644	Gaye Bluemel Metro B Help Desk	Network Janet Hongsyvilay	None Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.02

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INC000000309678	Lynn Sanderson Operations Production Control	None Christie Burnham	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000309685	Nancy Howes Rural Central Desktop Support	Application Robert Case	None Human Services	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.12 1.99
INC000000309691	Joye Downey Metro B Help Desk	None Gary Graham	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.43
INC000000309700	Megan Bernardo Metro D North Desktop Support	PC/Laptop Lori Hartzell	Performance Human Services	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000309710	Beth Oliver Metro B Help Desk	None Val Shepherd	None Human Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.11 0.33
INC000000309731	Pat Gallegos Help Desk	Application Brenda Treadway	Error Human Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000309751	Jessica Jonas Metro B Help Desk	Print/Copy/Scan/Fax Val Shepherd	Queue Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000309754	Kevin Kilburn Metro B Help Desk	Print/Copy/Scan/Fax Val Shepherd	Queue Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000309755	Lory Pond Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03
INC000000309760	Royene Bate Rural Central Desktop Support	PC/Laptop John Donaldson	Hardware Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000309763	Robyn Delgado Rural Central Desktop Support	Print/Copy/Scan/Fax John Donaldson	Toner/Fuser/Ink Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000309771	Ronda Amacher Rural Central Desktop Support	PC/Laptop John Donaldson	Hardware Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000309783	Gaye Bluemel Metro B Help Desk	Network Janet Hongsyvilay	None Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03
INC000000309788	Stephanie O Nelson Rural Central Desktop Support	Application John Donaldson	SSL Certificate Human Services	Microsoft Publisher Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000309797	Trent Clements Metro B Help Desk	Application Val Shepherd	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 0.32
INC000000309800	Megan M Smith Metro B Help Desk	Application Val Shepherd	None Human Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.19 0.26
INC000000309802	Gordon Allison Rural Central Desktop Support	None Troy Morris	None Human Services	Symantec AntiVirus Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.08

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INC000000309822	April Remington Rural Central Desktop Support	Network Jay Barfuss	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.05
INC000000309844	Angela Rhodes Metro D North Desktop Support	Application Lori Hartzell	None Human Services	Adobe Reader Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000309846	Julie Trujillo Metro D North Desktop Support	Application Lori Hartzell	Error Human Services	Microsoft Word Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000309847	Jackie Southwick Metro D North Desktop Support	PC/Laptop Lori Hartzell	Error Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000309849	Kenyatta Green Metro D North Desktop Support	Application Lori Hartzell	Error Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000309856	Ernest Cuatto Help Desk	Application Vicky Marrelli	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000309868	Richard Adams Help Desk	Application Vicky Marrelli	Error Human Services	ZENworks for Desktops Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000309873	Levi Veo Application Services	Application Martin Gonzalez	Error Human Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000309874	Annette Garcia Metro A Help Desk	Application Ed Conrad	Error Human Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000309876	Nan Holdaway Help Desk	Application Vicky Marrelli	Error Human Services	ZENworks for Desktops Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000309877	Jarrett Kelton Help Desk	Application Vicky Marrelli	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000309887	Dave Rigby Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	State Payroll Time Entry System Low	TIR Missed: No TTR Missed: No	TIR: 0.54 TTR: 0.57
INC000000309890	Trent Clements Metro A Help Desk	Network Ed Conrad	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000309892	John B Wilson Metro A Help Desk	None Ed Conrad	None Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000309916	Deann Richins Metro B Hosting	Application Paul Seager	Error Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000309932	Ernest Cuatto Metro A Help Desk	Network Ed Conrad	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000309943	Celeste Moreno Rural Central Desktop Support	None Robert Case	None Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 1.64

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INC000000309951	Mackinzie Meyers Metro B Help Desk	Network Val Shepherd	Password Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.69
INC000000309952	Kolei Maile Help Desk	Application Brenda Treadway	Password Human Services	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000309954	Jody Sargent Rural Central Desktop Support	Application Rod Montoya	Error Human Services	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000309959	Travis Workman Help Desk	Application Brenda Treadway	Password Human Services	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 7.17
INC000000309973	Senituli Penitani Metro B Help Desk	None Val Shepherd	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.73
INC000000309981	Tom Medina Metro B Help Desk	None Val Shepherd	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000309982	Kris Piz Metro B Help Desk	Application Val Shepherd	None Human Services	Internet Explorer Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000309983	Auono Laumua Metro B Help Desk	Application Val Shepherd	None Human Services	State Payroll Time Entry System Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000309984	Kristy Bloomer Metro B Help Desk	Application Val Shepherd	None Human Services	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.11
INC000000310012	Mike Derbidge Metro B Help Desk	Network Val Shepherd	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000310023	Heather Rondorf Metro C Help Desk	Network Chuck Wilson	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000310026	Chaska Lance Metro B Help Desk	Network Janet Hongsyvilay	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.42 0.53
INC000000310027	Tammy W Harris Metro B Help Desk	Mainframe Val Shepherd	Password Human Services	BlueZone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000310042	Chris Metcalf Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	Microsoft Excel Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.53 0.67
INC000000310045	Tom Medina Operations Production Control	Mainframe Christie Burnham	Password Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.40 0.56
INC000000310047	Ginger L Belone Metro B Help Desk	Network Val Shepherd	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000310062	Don Thompson Metro B Help Desk	Application Janet Hongsyvilay	Password Human Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.47 0.54

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INC000000310066	Tom Medina Metro B Help Desk	Application Janet Hongsyvilay	Password Human Services	RSA SecurID Software Token Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.49 0.79
INC000000310073	Fleishia Taylor Metro B Help Desk	Network Janet Hongsyvilay	Password Human Services	Novell Client for 32-bit Windows Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.10
INC000000310094	Dan Reid Metro A Desktop Support	PC/Laptop Mike Wilde	Performance Human Services	ZENworks for Desktops Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000310101	Cheryl R Anderson Metro B Help Desk	Application Val Shepherd	None Human Services	Citrix ICA Client Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.06 0.10
INC000000310104	Sheila Wooten Metro D Help Desk	Network John Robinson	Password Human Services	Novell ConsoleOne Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000310107	Brent Perry Metro B Help Desk	Application Val Shepherd	Password Human Services	DB2 Query Management Facility Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000310109	Pepper Gale Metro B Help Desk	Network Janet Hongsyvilay	Error Human Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.45 0.48
INC000000310119	Colleen Berrett Metro B Help Desk	Application Val Shepherd	Password Human Services	Utah Criminal Justice Informatio Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000310142	Tom Medina Operations Production Control	Mainframe Lorraine Morgan	None Human Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.03 0.15
INC000000310167	Kay Layton Metro B Help Desk	Network Val Shepherd	Incident Human Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000310175	Tracy Graham Application Services	None Danielle Hood	None Human Services	Data Synchronizer Low Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.38 8.59
INC000000310201	Dian Chivers Metro B Help Desk	Print/Copy/Scan/Fax Val Shepherd	Queue Human Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000310208	Joan Kesler Help Desk	Application Eileen Dubach	Password Human Services	PGP Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000310212	Lilyan Baker Network Operations	Network Dave Bodily	Error Human Services	None Medium Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.45 8.18
INC000000310221	Karen Randall Metro B Desktop Support	None Annice Valdez	None Human Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.64 2.42
INC000000310231	Lesla Willhard Metro B Help Desk	Application Val Shepherd	Error Human Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000310232	Nancy Bartolini Metro B Help Desk	Application Gary Graham	Error Human Services	SAFE Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.37 1.87

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INC000000310244	Isileli Faletau Metro C Desktop Support	Application Troy Buchanan	Error Human Services	ZENworks for Desktops Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.45 5.02
INC000000310265	Tamara Larry Metro B Hosting	Application Cordell Measells	Error Human Services	Utah System for Tracking Eligibi Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.49
INC000000310270	Ceci Castillo Help Desk	Application Vicky Marrelli	Reporting Human Services	Internet Explorer Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000310288	Steven Phelps Rural Central Desktop Support	None Troy Morris	None Human Services	ZENworks for Desktops Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.05
INC000000310321	Rachel Konishi Rural Central Desktop Support	Network Ron LeBaron	None Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 3.49
INC000000310331	Justina Flesher Metro B Help Desk	None Val Shepherd	None Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.29 0.87
INC000000310345	Tasha Huffaker Metro B Help Desk	Application Val Shepherd	Reporting Human Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.15 0.17
INC000000310359	Emily Roberts Metro B Desktop Support	Print/Copy/Scan/Fax Cindy Reed	None Human Services	None Low	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.08 7.50
INC000000310367	Debbie Booth Metro B Help Desk	PC/Laptop Janet Hongsyvilay	Performance Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.63 0.65
INC000000310372	Monica Kitchens Metro C Desktop Support	Application Troy Buchanan	Error Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.60 3.87
INC000000310398	Christina Anderson Metro D North Desktop Support	PC/Laptop Ryan Casey	Error Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.78 2.46
INC000000310407	Tom Medina Voice Operations	Telecom Britany Finlay	IP Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.25 3.82
INC000000310409	Jim Owens Metro B Help Desk	Network Janet Hongsyvilay	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.29 0.30
INC000000310434	Jim Owens Metro B Help Desk	Network Janet Hongsyvilay	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
INC000000310438	Deanne Evans Metro B Help Desk	Print/Copy/Scan/Fax Janet Hongsyvilay	None Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.43 1.26
INC000000310443	Thelma Snow Metro D Help Desk	Network John Robinson	Error Human Services	Novell Client for 32-bit Windows Low	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.17 1.17
INC000000310452	Jay Karlinsey Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	None Low	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.01 1.03

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INC000000310468	Pat Gallegos Metro D Help Desk	PC/Laptop Doug Brown	Performance Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000310487	Kay Layton Metro B Help Desk	Network Val Shepherd	Password Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.95 1.09
INC000000310501	Kimberly Mack Application Services	None Tony Larsen	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.27 11.19
INC000000310508	Susan Martell Metro B Help Desk	Mainframe Janet Hongsyvilay	Password Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.35 0.47
INC000000310512	Marilyn Petty Metro B Help Desk	None Val Shepherd	None Human Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.02 1.11
INC000000310522	Georgeia Wood Metro B Hosting	None Paul Engberson	None Human Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.52 1.52
INC000000310525	Wendy Cottrell Rural Central Desktop Support	Network Paul Petersen	Password Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.39
INC000000310531	Shirley Bleazard Voice Operations	Telecom Annette Nielsen	Coverage Path Human Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.34 0.38
INC000000310538	Vicky Hatch Kaufmann Metro D Help Desk	Application Doug Brown	Error Human Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000310542	Stephanie Kenney Metro B Help Desk	Print/Copy/Scan/Fax Janet Hongsyvilay	Queue Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.17 0.17
INC000000310579	Tim Herzog Metro B Desktop Support	Application Michael Barth	Error Human Services	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.34 6.93
INC000000310593	Tammera Bingham Metro B Help Desk	Application Val Shepherd	Password Human Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.28 0.38
INC000000310606	Brian Jones Metro B Help Desk	Application Val Shepherd	None Human Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.08
INC000000310608	Justina Flesher Operations Production Control	None Lester Aoki	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.02 0.04
INC000000310613	Danette L Larsen Metro B Help Desk	PC/Laptop Val Shepherd	Performance Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.15 0.95
INC000000310640	Marcia Martineau Metro B Help Desk	Network Janet Hongsyvilay	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.63 3.69
INC000000310647	Jim Owens Metro B Help Desk	Network Janet Hongsyvilay	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.13

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INC000000310649	Scott Munden	Telecom	None	None		TIR Missed:	No	TIR:	0.51
	Voice Operations	Annette Nielsen	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.72
INC000000310657	Maciel Perea	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000310671	Seth Stinson	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.06
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed:	No	TTR:	1.56
INC000000310681	Melinda Barney	Network	Incident	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.07
INC000000310691	Caron Hacker	Mainframe	Error	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.03
INC000000310692	Natalie Holt	Mainframe	Error	BlueZone		TIR Missed:	No	TIR:	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000310698	Natalie Holt	Mainframe	Password	BlueZone		TIR Missed:	No	TIR:	0.08
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.15
INC000000310699	Nancy Mikkelsen	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000310704	Nancy Mikkelsen	Application	Error	SAFE		TIR Missed:	No	TIR:	0.09
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.30
INC000000310714	Taylor Stark	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro D Help Desk	John Robinson	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000310715	Matt Watkins	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Jay Barfuss	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.08
INC000000310716	Lory Pond	PC/Laptop	None	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.03
INC000000310717	Jerna Watson	Application	Password	PGP		TIR Missed:	No	TIR:	0.13
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.50
INC000000310726	Jennifer Coomer	Mainframe	Error	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.02
INC000000310775	Joshua Campbell	Network	Incident	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000310776	Scott Munden	Telecom	Dial Tone	Telephone		TIR Missed:	No	TIR:	0.30
	Voice Operations	Annette Nielsen	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.54
INC000000310795	Jenny Caldwell	Telecom	Hardware	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Colin Bodkin	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.60

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INC000000310800	Deanne Evans	Print/Copy/Scan/Fax	None	None		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Michael Barth	Human Services	Low	Closed	TTR Missed:	Yes	TTR:	18.76
INC000000310805	Tammy Nuttall	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000310807	Maria Catalini	None	None	Novell GroupWise		TIR Missed:	No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000310808	Mechel Gibbs	None	None	Novell GroupWise		TIR Missed:	No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000310813	Lisa Peek	None	None	Novell GroupWise		TIR Missed:	No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000310848	Joseph V Cook	Application	Error	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000310854	Giannina Mendieta	Application	Error	SAFE		TIR Missed:	No	TIR:	0.00
	Metro D Help Desk	John Robinson	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000310857	Sandy Gibson	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000310861	Karen Grenz	Mainframe	Password	BlueZone		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000310862	Glenn Barrow	None	None	Novell GroupWise		TIR Missed:	No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000310866	Rebel Smith	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000310867	Melissa Black	None	None	Internet Explorer		TIR Missed:	No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000310872	Mark Perry	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000310886	Donelle Clements	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000310890	Tiffany Quintana	None	None	Internet Explorer		TIR Missed:	No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000310899	Stephanie Hovat	None	None	RSA SecurID Software Token		TIR Missed:	No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000310906	Jeramie Rasmussen	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro D Help Desk	Doug Brown	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00

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INC000000310967	Deborah Griffin	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000310970	Ceci Castillo	Application	Password	Medicaid Managed Care System		TIR Missed: Yes	TIR: 2.56
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR: 2.65
INC000000310980	Spencer Hall	Application	Reporting	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000310981	Ann Coddington	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000310986	D'Lyn Mayne	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000310991	Mary Jensen	Application	None	SAFE		TIR Missed: No	TIR: 0.07
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR: 0.57
INC000000311002	Sue Abbott	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000311029	Stephen Daisson	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.18
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	TTR: 5.83
INC000000311043	Dianne Garcia	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Hosting	Paul Seager	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000311044	Alice Wright	Application	Error	ZENworks for Desktops		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000311045	Mark Bell	Application	Error	ZENworks for Desktops		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000311062	James Loveless	Network	Incident	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000311063	Paul Cloward	Network	Incident	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000311067	Joseph Gonzalez	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000311069	Nathan Pierce	Application	Password	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000311074	Nathan Pierce	Application	Password	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Michael Barth	Human Services	Low	Closed	TTR Missed: No	TTR: 3.56
INC000000311077	Traci Jones	Application	Error	RSA SecurID Software Token		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00

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INC000000311079	Lloyd Lemon Network Operations	Network Dave Bodily	Error Human Services	Novell Client for 32-bit Windows Medium	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.08
INC000000311081	Coby Drake Metro B Help Desk	Application Val Shepherd	Password Human Services	RSA SecurID Software Token Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000311093	Lisa Martinez Help Desk	Application Brenda Treadway	Error Human Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.05
INC000000311095	Lisa Martinez Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	Internet Explorer Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 0.23
INC000000311098	Carol Grawey Help Desk	Network Brenda Treadway	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000311111	Joseph Peterson Metro B Help Desk	Network Janet Hongsyvilay	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.11 0.16
INC000000311122	Karrie Penney Metro B Help Desk	Application Val Shepherd	Reporting Human Services	Microsoft Windows XP Professio Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.12
INC000000311144	James Piper Metro B Help Desk	Network Janet Hongsyvilay	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.18 0.27
INC000000311148	Dot Clayton Help Desk	Network Brenda Treadway	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000311157	Gloria Beagley Metro A Help Desk	Network Ed Conrad	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000311158	Stacy Jacobson Metro A Desktop Support	PC/Laptop Mike Wilde	Performance Human Services	ZENworks for Desktops Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000311171	Pepper Gale Rural South Desktop Support	PC/Laptop Doug Chaston	Hardware Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000311180	Jim (melvin) Schwartz Metro B Help Desk	Application Val Shepherd	Error Human Services	ZENworks for Desktops Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.16
INC000000311184	Craig Corless Metro D North Desktop Support	PC/Laptop Lori Hartzell	Hardware Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000311193	Holly Jenkins Metro D North Desktop Support	PC/Laptop Lori Hartzell	Hardware Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000311195	Kris Allen Metro B Desktop Support	PC/Laptop Tom Hanson	Performance Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.06 5.20
INC000000311206	Lisa Aragon Metro B Help Desk	Application Val Shepherd	Password Human Services	Utah Criminal Justice Informatio Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000311208	Lisa Martinez	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.54
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	TTR: 0.67
INC000000311209	Traci Lee	Application	Error	Novell GroupWise	TIR Missed: No	TIR: 0.85
	Application Services	Martin Gonzalez	Human Services	Low Closed	TTR Missed: No	TTR: 2.08
INC000000311220	Christine Hammack	PC/Laptop	Performance	ZENworks for Desktops	TIR Missed: No	TIR: 0.00
	Metro D Help Desk	John Robinson	Human Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000311226	Lori Hills	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Help Desk	Brenda Treadway	Human Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000311239	Ella Lopez	Network	Password	None	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	TTR: 0.11
INC000000311252	Kimberly Cox	Mainframe	Error	None	TIR Missed: No	TIR: 0.54
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	TTR: 0.56
INC000000311267	Jane Nichols	PC/Laptop	Error	None	TIR Missed: No	TIR: 0.42
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	TTR: 0.45
INC000000311270	Melinda Barney	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	TTR: 0.02
INC000000311294	Cynthia Heinz	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000311300	Karrie Penney	Network	Password	Citrix ICA Client	TIR Missed: No	TIR: 0.21
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	TTR: 0.23
INC000000311302	Tom Sitake	Application	Error	ZENworks for Desktops	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	TTR: 0.25
INC000000311305	Christine Hammack	Application	None	None	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	TTR: 0.03
INC000000311328	Gordon Gunn	Network	Password	Novell GroupWise	TIR Missed: No	TIR: 0.82
	Application Services	Martin Gonzalez	Human Services	Low Closed	TTR Missed: No	TTR: 1.44
INC000000311346	Rea Bartlett	PC/Laptop	None	Microsoft Windows XP Professic	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low Closed	TTR Missed: No	TTR: 2.00
INC000000311349	KC West	Application	Error	ZENworks for Desktops	TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Lane Adams	Human Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000311353	Mike Murry	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro D Help Desk	Doug Brown	Human Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000311359	Janetta Galloway	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	TTR: 0.11

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INC000000311366	Delma Martinez Metro B Help Desk	Application Janet Hongsyvilay	Password Human Services	DB2 Query Management Facility Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.02
INC000000311395	Marilyn Bonnett Help Desk	Application Brenda Treadway	Error Human Services	ZENworks for Desktops Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000311400	Kyle Harris Rural South Desktop Support	Application Lance Nay	None Human Services	Microsoft Windows XP Professional Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000311407	Kathie Lilenquist Help Desk	Print/Copy/Scan/Fax Brenda Treadway	Queue Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000311410	Ronni Eggen Rural South Desktop Support	Application Lance Nay	None Human Services	Microsoft Windows XP Professional Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000311414	Michael Murdock Rural South Desktop Support	Application Lance Nay	None Human Services	Microsoft Windows XP Professional Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000311418	Glen C Ames Rural South Desktop Support	Application Lance Nay	None Human Services	Adobe Media Player Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000311421	Janet Froelich Metro B Help Desk	Application Val Shepherd	Password Human Services	RSA SecurID Software Token Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.14
INC000000311423	Denise Fairbourn Metro B Desktop Support	None Jay Locker	None Human Services	None Low	TIR Missed: Yes TTR Missed: No	TIR: 2.70 TTR: 2.87
INC000000311434	Stacey Gleed Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.18 TTR: 0.57
INC000000311450	Lesa Willhard Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.16
INC000000311452	Jennifer F Atwood Rural Central Desktop Support	Application Robert Case	Error Human Services	ZENworks for Desktops Low	TIR Missed: No TTR Missed: No	TIR: 0.30 TTR: 2.15
INC000000311465	Doug Thomas Metro B Desktop Support	Print/Copy/Scan/Fax Tom Hanson	Error Code Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.84
INC000000311467	Diane Maciel Metro B Help Desk	Network Val Shepherd	None Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000311468	Lana Stohl Metro B Desktop Support	Print/Copy/Scan/Fax Tom Hanson	Error Code Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.82
INC000000311469	David Green Rural Central Desktop Support	Application Colin Bodkin	Error Human Services	Adobe Flash Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 1.07
INC000000311470	John Bell Metro B Desktop Support	Application Tom Hanson	Error Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.84

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INC000000311473	Dawn Prince	None	None	None		TIR Missed: Yes	TIR:	12.74
	Metro B Desktop Support	Michael Barth	Human Services	Low	Closed	TTR Missed: Yes	TTR:	14.91
INC000000311479	Terri Brandon	Network	Password	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	TTR:	0.02
INC000000311482	Valene Gibbs	None	None	RSA SecurID Software Token		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	TTR:	0.95
INC000000311488	Julie Williams	None	None	Internet Explorer		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	TTR:	
INC000000311497	Brenda Fotheringham	None	None	None		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	TTR:	0.88
INC000000311501	Marty Robins	None	None	None		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	TTR:	0.87
INC000000311510	Kathy Anderson	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000311513	Gladys Davis	None	None	DB2 Query Management Facility		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	TTR:	0.80
INC000000311516	Kelli Tabarez	None	None	None		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	TTR:	0.78
INC000000311544	Sheila Wooten	Application	Error	Utah Cares		TIR Missed: No	TIR:	0.03
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR:	0.19
INC000000311546	Mark Brasher	Application	Password	DB2 Query Management Facility		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000311547	Ted Barratt	Application	Error	ZENworks for Desktops		TIR Missed: No	TIR:	0.28
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	TTR:	1.34
INC000000311579	Judy Hammer	Application	Error	Public Meeting / Notice Web Site		TIR Missed: No	TIR:	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	TTR:	1.05
INC000000311586	Stephanie Rentmeister	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR:	0.17
INC000000311610	Kati Wheatley	None	None	None		TIR Missed: No	TIR:	0.08
	Voice Operations	Annette Nielsen	Human Services	Low	Closed	TTR Missed: No	TTR:	0.12
INC000000311617	Maria Hernandez	Application	None	eFIND/eSHARE		TIR Missed: Yes	TIR:	1.59
	Operations Production Control	Cal Brinton	Human Services	Low	Closed	TTR Missed: No	TTR:	1.59
INC000000311620	Fleishia Taylor	PC/Laptop	Password	Novell ConsoleOne		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Human Services	Low	Closed	TTR Missed: No	TTR:	0.03

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INC000000311625	Tara Lewis	Application	Error	SAFE		TIR Missed: No	TIR: 0.54
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR: 0.60
INC000000311638	Shancie Nance	Application	Error	None		TIR Missed: No	TIR: 0.37
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	TTR: 0.37
INC000000311661	Dave Farley	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	TTR: 0.42
INC000000311668	Zeljka Sudar	Application	Error	None		TIR Missed: No	TIR: 0.25
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	TTR: 1.10
INC000000311686	Justina Flesher	None	None	None		TIR Missed: No	TIR: 0.08
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.13
INC000000311694	Janina Chilton	None	None	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000311695	Gloria Jensen-Sutton	Telecom	Dial Tone	Telephone		TIR Missed: No	TIR: 0.30
	Voice Operations	Annette Nielsen	Human Services	Low	Closed	TTR Missed: No	TTR: 0.41
INC000000311704	Skyler Bosworth	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000311736	Sylvia Canela	Application	Error	ZENworks for Desktops		TIR Missed: No	TIR: 0.44
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	TTR: 0.90
INC000000311747	Tui Havea	Network	Error	None		TIR Missed: No	TIR: 0.21
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.31
INC000000311753	Shirley Owen	Application	Error	SAFE		TIR Missed: No	TIR: 0.29
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.43
INC000000311762	Linda Baggs	Application	Error	Novell GroupWise 32-bit Windows		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Colin Bodkin	Human Services	Low	Closed	TTR Missed: No	TTR: 0.91
INC000000311771	Donalin Martin	Network	Password	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	TTR: 0.03
INC000000311780	Susan Johnson	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000311804	Zlatko Porobic	Application	Password	Citrix ICA Client		TIR Missed: No	TIR: 0.18
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.24
INC000000311805	Yanoula Dounias	Telecom	CrossTalk/Noise/Static	Telephone		TIR Missed: No	TIR: 0.24
	Voice Operations	Annette Nielsen	Human Services	Low	Closed	TTR Missed: No	TTR: 0.45
INC000000311830	June Kohles	Application	None	Internet Explorer		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR: 0.81

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Human Services

INC000000311831	Tausoa Shead	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR: 0.00
Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00	
INC000000311833	Kristy Bloomer	Application	Password	RSA SecurID Software Token		TIR Missed: No	TIR: 0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00	
INC000000311839	Zachary W Gillespie	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
Metro D Help Desk	Doug Brown	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00	
INC000000311851	Tausoa Shead	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR: 0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00	
INC000000311852	Lyndall Pack	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00	
INC000000311853	Bill Duncan	Network	Incident	Novell ConsoleOne		TIR Missed: No	TIR: 0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 1.55	
INC000000311855	Tyler Colby	Application	Error	PGP		TIR Missed: No	TIR: 0.00
Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00	
INC000000311865	Jerriane Brewer	Mainframe	Password	BlueZone		TIR Missed: No	TIR: 0.00
Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00	
INC000000311879	Nicole Laub	Application	None	Internet Explorer		TIR Missed: No	TIR: 0.09
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.33	
INC000000311891	Justina Flesher	None	None	None		TIR Missed: No	TIR: 0.26
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.41	
INC000000311906	Betty Anderson	None	None	None		TIR Missed: Yes	TIR: 1.78
Metro B Desktop Support	Jay Locker	Human Services	High	Closed	TTR Missed: No	TTR: 2.54	
INC000000311914	June Kohles	Application	None	IPCC Express		TIR Missed: No	TIR: 0.02
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR: 0.43	
INC000000311934	Alice Wright	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00	
INC000000312005	Christina Humpherys	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR: 0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR: 0.02	
INC000000312013	Bonnie Hoopes	PC/Laptop	Error	None		TIR Missed: No	TIR: 0.06
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR: 0.22	
INC000000312033	Darla Taylor	PC/Laptop	Password	Microsoft Windows XP Professio		TIR Missed: No	TIR: 0.00
Rural Central Desktop Support	Jay Barfuss	Human Services	Low	Closed	TTR Missed: No	TTR: 0.05	
INC000000312054	Nuchanaad Martin	Application	None	None		TIR Missed: No	TIR: 0.11
Metro C Desktop Support	Ken Knobel	Human Services	Low	Resolved	TTR Missed: No	TTR: 5.65	

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INC000000312059	Carrie Worthen Metro B Help Desk	None Val Shepherd	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.37
INC000000312081	Betty Anderson Metro B Desktop Support	None Annice Valdez	None Human Services	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	1.40 7.97
INC000000312088	Jill M Hill Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000312091	Dallas Earnshaw Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000312106	James Graham Metro B Help Desk	Application Val Shepherd	None Human Services	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000312112	James Graham Rural Central Desktop Support	Application Robert Case	Error Human Services	Echart Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.38
INC000000312114	Judy Hafen Help Desk	Application Brenda Treadway	Password Human Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000312125	Judy Hafen Metro B Help Desk	Application Val Shepherd	Error Human Services	Novell Messenger Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.25 0.37
INC000000312130	Todd Powers Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell ConsoleOne Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.64
INC000000312131	Paul Cloward Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell ConsoleOne Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.68
INC000000312134	Paul Cloward Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell ConsoleOne Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.66
INC000000312137	Kari Wright Metro B Help Desk	Mainframe Val Shepherd	None Human Services	BlueZone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.98
INC000000312138	Annette Perkins Metro B Help Desk	PC/Laptop Janet Hongsyvilay	Hardware Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.11 0.40
INC000000312145	Andrea Jenkins Metro B Help Desk	Application Val Shepherd	Error Human Services	SAFE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.14 0.97
INC000000312146	Denese Bleak Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell ConsoleOne Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.36 0.36
INC000000312148	Sherrie Snow Rural Central Desktop Support	Network Paul Petersen	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.24
INC000000312165	Kathy Butt Metro B Help Desk	Application Val Shepherd	Error Human Services	Utah Criminal Justice Informatio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 0.18

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INC000000312171	Mike Averett	Application	None	ZENworks for Desktops	TIR Missed: No	TIR: 0.08
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	TTR: 0.08
INC000000312190	Michael Cox	Application	Error	ZENworks for Desktops	TIR Missed: No	TIR: 0.32
	Rural Central Desktop Support	Robert Case	Human Services	Low Closed	TTR Missed: No	TTR: 4.33
INC000000312199	Stephanie Higbee	Application	Error	Microsoft Office	TIR Missed: No	TIR: 0.38
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	TTR: 0.85
INC000000312205	Marta Bitton	Application	Error	ZENworks for Desktops	TIR Missed: No	TIR: 0.26
	Rural Central Desktop Support	Robert Case	Human Services	Low Closed	TTR Missed: No	TTR: 0.65
INC000000312216	Amy Gibbs	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Lori Hartzell	Human Services	Low Closed	TTR Missed: No	TTR: 0.26
INC000000312240	Mary Durfee	Application	Error	None	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	TTR: 0.87
INC000000312246	Dave Farley	None	None	None	TIR Missed: No	TIR: 0.16
	Rural Central Desktop Support	Robert Case	Human Services	Low Closed	TTR Missed: No	TTR: 0.31
INC000000312249	Kelli Tabarez	None	None	None	TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Ruston McKay	Human Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000312251	Gordon Allison	Application	Password	Utah Master Directory	TIR Missed: No	TIR: 0.10
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	TTR: 0.61
INC000000312255	Steve Jay	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Ruston McKay	Human Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000312258	Julie Williams	None	None	Internet Explorer	TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Ruston McKay	Human Services	Low Closed	TTR Missed: No	TTR: 0.71
INC000000312259	Diana Fuchs	PC/Laptop	Password	None	TIR Missed: No	TIR: 0.62
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	TTR: 0.62
INC000000312261	Janie Lopez	None	None	Office of Recovery Services Infoc	TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Ruston McKay	Human Services	Low Closed	TTR Missed: No	TTR: 0.68
INC000000312262	Linda Manning	None	None	Adobe Flash	TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Ruston McKay	Human Services	Low Closed	TTR Missed: No	TTR: 0.67
INC000000312267	Bob Parker	None	None	Adobe Flash	TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Ruston McKay	Human Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000312273	Summer Bettwieser	Print/Copy/Scan/Fax	Incident	None	TIR Missed: Yes	TIR: 1.43
	Metro C Desktop Support	Troy Buchanan	Human Services	Low Closed	TTR Missed: No	TTR: 1.70
INC000000312274	Chris Wride	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR: 0.00
	Help Desk	Vicky Marrelli	Human Services	Low Closed	TTR Missed: No	TTR: 0.00

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INC000000312280	Jacob Larson	Application	None	ZENworks for Desktops	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	TTR: 1.06
INC000000312282	Steve Jay	Application	Error	Adobe Flash	TIR Missed: No	TIR: 0.46
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	TTR: 0.59
INC000000312286	Kiri Brough	Application	None	ZENworks for Desktops	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low Closed	TTR Missed: Yes	TTR: 6.74
INC000000312294	Jennifer F Atwood	PC/Laptop	Performance	None	TIR Missed: No	TIR: 0.41
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	TTR: 0.43
INC000000312299	Lori Hughes	Application	None	Novell GroupWise	TIR Missed: No	TIR: 0.27
	Application Services	Martin Gonzalez	Human Services	Low Resolved	TTR Missed: Yes	TTR: 59.08
INC000000312301	Debbie Stark	Application	Error	BlueZone	TIR Missed: No	TIR: 0.37
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	TTR: 0.38
INC000000312302	Reagan Peck	Application	Error	State Payroll Time Entry System	TIR Missed: No	TIR: 0.39
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	TTR: 0.43
INC000000312323	Karen Andersen	Network	Incident	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Help Desk	Vicky Marrelli	Human Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000312327	Karen Andersen	Network	Incident	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.43
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	TTR: 0.45
INC000000312333	Linda Moon	Network	Incident	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.46
	Metro B Desktop Support	Cindy Reed	Human Services	Low Closed	TTR Missed: No	TTR: 3.81
INC000000312335	Cristy Davis	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	TTR: 0.02
INC000000312341	Jessica Hooper	Application	Password	Citrix ICA Client	TIR Missed: No	TIR: 0.10
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	TTR: 0.10
INC000000312357	Gordon Allison	Application	Error	State Payroll Time Entry System	TIR Missed: No	TIR: 0.00
	Help Desk	Vicky Marrelli	Human Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000312378	Deanne Evans	None	None	None	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	TTR: 0.06
INC000000312381	Michael Rasmussen	Application	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low Closed	TTR Missed: No	TTR: 0.26
INC000000312384	Lisa Sorensen	None	None	None	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	TTR: 0.02
INC000000312390	Esther Pate	Print/Copy/Scan/Fax	None	None	TIR Missed: No	TIR: 0.14
	Rural Central Desktop Support	Robert Case	Human Services	Low Closed	TTR Missed: Yes	TTR: 6.26

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INC000000312393	Chris Wride	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.00
Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00	
INC000000312408	Aggie Ypina	PC/Laptop	Error	None		TIR Missed:	No	TIR:	0.07
Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed:	No	TTR:	2.96	
INC000000312410	Ellen Weaver	None	None	None		TIR Missed:	No	TIR:	0.03
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.04	
INC000000312435	Justina Flesher	Network	Incident	Novell ConsoleOne		TIR Missed:	No	TIR:	0.24
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.24	
INC000000312449	Jerna Watson	Telecom	IP	Telephone		TIR Missed:	No	TIR:	0.12
Voice Operations	Annette Nielsen	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.26	
INC000000312463	Chris Wride	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.00
Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00	
INC000000312465	Michele Garrick	Application	Error	None		TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.02	
INC000000312477	Suzy S Christopherson	Application	Error	ZENworks for Desktops		TIR Missed:	No	TIR:	0.48
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.61	
INC000000312492	Kathleen Fulton	Application	None	Novell GroupWise		TIR Missed:	No	TIR:	0.00
Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00	
INC000000312498	Kim Miller	Application	Error	SAFE		TIR Missed:	No	TIR:	0.47
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.56	
INC000000312511	Sylvia Canela	Application	Error	None		TIR Missed:	No	TIR:	0.44
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.47	
INC000000312514	Linda Boyd-Melancon	Mainframe	Password	None		TIR Missed:	No	TIR:	0.72
Operations Production Control	Duane Hardy	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.77	
INC000000312518	Mindy L McBride	Application	Password	Utah Master Directory		TIR Missed:	No	TIR:	0.01
Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.19	
INC000000312520	Thelma Poulson	Network	Performance	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.41
Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed:	No	TTR:	1.36	
INC000000312525	Kathryn Wright	Application	Error	SAFE		TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00	
INC000000312531	Angela Rhodes	Network	None	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.18	
INC000000312537	Karen Fronk	Mobile Devices	Error	None		TIR Missed:	No	TIR:	0.64
Help Desk	Eileen Dubach	Human Services	Low	Closed	TTR Missed:	No	TTR:	1.26	

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INC000000312551	Pat Peterson Metro B Help Desk	Print/Copy/Scan/Fax Val Shepherd	Incident Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.06 0.62
INC000000312554	Catherine Taylor Metro B Desktop Support	Application Jay Locker	None Human Services	Novell GroupWise Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.32 2.59
INC000000312597	Kim Pinnegar Metro B Help Desk	Application Janet Hongsyvilay	Password Human Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.20 0.26
INC000000312605	Sandra Sanduk Metro B Desktop Support	Application Annice Valdez	Error Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.31 3.09
INC000000312640	Don Brinkerhoff Application Services	Mobile Devices Dustin Crump	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.13 0.45
INC000000312651	Jill M Hill Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	Action Request System Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03
INC000000312655	Maciel Perea Metro A Help Desk	Application Ed Conrad	Error Human Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.52 1.51
INC000000312663	Kevin Kilburn Metro B Help Desk	Print/Copy/Scan/Fax Janet Hongsyvilay	Queue Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.12 0.16
INC000000312671	Marilee Greenland Metro B Help Desk	Network Janet Hongsyvilay	Error Human Services	Cisco AnyConnect VPN Client Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.13 0.30
INC000000312685	Natalie Stoddard Metro D North Desktop Support	Print/Copy/Scan/Fax Ruston McKay	Queue Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000312690	Kallee Simpson Rural Central Desktop Support	Print/Copy/Scan/Fax Paul Petersen	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.58
INC000000312706	Lori Orton Metro B Help Desk	Application Val Shepherd	Password Human Services	PGP Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.04 0.27
INC000000312722	Donna Jordan Metro B Help Desk	Network Val Shepherd	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.20 0.23
INC000000312736	Paula K Douglass Metro B Help Desk	Mainframe Val Shepherd	Password Human Services	BlueZone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.06 0.15
INC000000312751	Stacey Gleed Metro B Help Desk	Application Val Shepherd	None Human Services	Microsoft PowerPoint Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000312752	Ashlee VanAllen Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	Medicaid Managed Care System Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.44 0.52
INC000000312755	Stacey Gleed Metro B Help Desk	Application Val Shepherd	None Human Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000312763	Dan Taylor	Application	None	ZENworks for Desktops	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low Closed	TTR Missed: No	TTR: 1.48
INC000000312765	Angel Makishi	Telecom	Dial Tone	Telephone	TIR Missed: No	TIR: 0.11
	Voice Operations	Annette Nielsen	Human Services	Low Closed	TTR Missed: No	TTR: 0.36
INC000000312766	Jay Karlinsey	Application	None	ZENworks for Desktops	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low Closed	TTR Missed: No	TTR: 1.44
INC000000312768	Marilyn Petty	Application	None	BlueZone	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	TTR: 0.73
INC000000312769	Judy A Hansen	Application	None	ZENworks for Desktops	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low Closed	TTR Missed: No	TTR: 1.43
INC000000312771	Darrin Lee	Application	None	ZENworks for Desktops	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low Closed	TTR Missed: No	TTR: 1.43
INC000000312772	Christine Hammack	Application	None	ZENworks for Desktops	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low Closed	TTR Missed: No	TTR: 1.43
INC000000312773	Lisa Martinez	Application	None	ZENworks for Desktops	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low Closed	TTR Missed: No	TTR: 1.42
INC000000312774	Megan J Hess	Application	None	ZENworks for Desktops	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low Closed	TTR Missed: No	TTR: 1.45
INC000000312775	Sherrie Chynoweth	Application	None	ZENworks for Desktops	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low Closed	TTR Missed: No	TTR: 1.45
INC000000312776	Bart Schenck	Mainframe	None	BlueZone	TIR Missed: No	TIR: 0.42
	Metro D North Desktop Support	Ruston McKay	Human Services	Low Closed	TTR Missed: No	TTR: 1.42
INC000000312778	Nancy Stucki	Application	None	ZENworks for Desktops	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low Closed	TTR Missed: No	TTR: 1.44
INC000000312779	Kallee Simpson	Application	None	ZENworks for Desktops	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low Closed	TTR Missed: No	TTR: 1.42
INC000000312780	Kathleen Fife	Application	None	BlueZone	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	TTR: 0.33
INC000000312789	John Dewitt	None	None	None	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	TTR: 0.75
INC000000312798	Shirley Harding	Application	None	BlueZone	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	TTR: 0.13
INC000000312805	Sarah Lake	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	TTR: 0.02

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INC000000312806	Maria Catalini	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.40
INC000000312814	Debra Briggs	Application	Error	Unified Social Services Delivery		TIR Missed:	No	TIR:	0.06
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.19
INC000000312816	Shauna Thomas	Application	Reporting	BlueZone		TIR Missed:	No	TIR:	0.39
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.46
INC000000312818	Cherilyn Webster	Application	None	BlueZone		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000312819	Heidi Trujillo	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000312820	Darren Beal	Network	Incident	None		TIR Missed:	No	TIR:	0.00
	Network Operations	Kelli Okumura	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000312822	Natalie Stoddard	Application	Reporting	BlueZone		TIR Missed:	No	TIR:	0.38
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.82
INC000000312852	Carolina Lindsay	Application	None	Citrix ICA Client		TIR Missed:	No	TIR:	0.19
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.25
INC000000312860	Jilene Gunther	Print/Copy/Scan/Fax	None	None		TIR Missed:	No	TIR:	0.28
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	TTR:	1.14
INC000000312864	Mark Smith	PC/Laptop	None	None		TIR Missed:	No	TIR:	0.12
	Metro B Desktop Support	Cindy Reed	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.16
INC000000312867	Karen Hill	Network	Error	None		TIR Missed:	No	TIR:	0.86
	Metro B Desktop Support	Bill Crowther	Human Services	Low	Closed	TTR Missed:	No	TTR:	1.81
INC000000312884	Chris Wride	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000312893	Peter Sorensen	Application	Password	Citrix ICA Client		TIR Missed:	No	TIR:	0.26
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.26
INC000000312914	Marilee Greenland	Network	None	None		TIR Missed:	No	TIR:	0.38
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.78
INC000000312921	Shirley Winn	Application	None	Microsoft Office Professional 20		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.03
INC000000312942	Robert Jowett	Mainframe	Error	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.06
INC000000312957	Angela Morrill	Mobile Devices	None	None		TIR Missed:	No	TIR:	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00

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INC000000312960	Linda Manning Metro B Help Desk	Mainframe Janet Hongsyvilay	Error Human Services	BlueZone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.34 0.39
INC000000312964	Cristy Davis Help Desk	Print/Copy/Scan/Fax Eileen Dubach	Queue Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000312986	Andrea Curtis Metro B Help Desk	Mainframe Janet Hongsyvilay	None Human Services	BlueZone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.18 0.68
INC000000312991	Sandy Gibson Metro B Help Desk	Mainframe Janet Hongsyvilay	None Human Services	BlueZone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.13 0.87
INC000000313021	Brad Saunders Metro B Help Desk	Application Gary Graham	Password Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.16
INC000000313028	Janie Lopez Metro B Help Desk	Mainframe Gary Graham	Error Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.04
INC000000313041	Scott Eyre Rural South Desktop Support	Network Lance Nay	Password Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000313058	Chrissy Romo Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell ConsoleOne Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000313061	Monica Kitchens Metro B Help Desk	Network Val Shepherd	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000313062	Brent Perry Metro B Desktop Support	Application Annice Valdez	Error Human Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	3.76 3.77
INC000000313063	Brent Perry Metro B Help Desk	Network Gary Graham	Password Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000313064	Cristy Davis Metro B Help Desk	Network Gary Graham	Password Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000313073	Janie Lopez Metro B Help Desk	Mainframe Janet Hongsyvilay	None Human Services	BlueZone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.01 0.67
INC000000313074	Jessica Gallegos Metro B Help Desk	Network Janet Hongsyvilay	Password Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000313082	Cristy Davis Metro B Desktop Support	PC/Laptop Annice Valdez	Error Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.27 3.71
INC000000313083	Wendy G Watson Metro D Help Desk	Network John Robinson	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000313084	Victoria Andrews Metro B Help Desk	Network Gary Graham	Error Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.31 0.36

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INC000000313085	Heather Casutt	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR: 0.00
Help Desk	Eileen Dubach	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00	
INC000000313090	Heidi Trujillo	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR: 0.00
Metro D North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00	
INC000000313092	Bonnie Northrup	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR: 0.00
Metro D North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00	
INC000000313093	Karisa Williams	None	None	Office of Recovery Services Inf		TIR Missed: No	TIR: 0.00
Metro D North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	TTR: 1.27	
INC000000313096	Tom Medina	Application	Error	eFIND/eSHARE		TIR Missed: No	TIR: 0.29
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.37	
INC000000313098	Julie Williams	None	None	Content Manager		TIR Missed: No	TIR: 0.00
Metro D North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	TTR: 1.26	
INC000000313104	Celeste LaBorde	Application	None	eFIND/eSHARE		TIR Missed: No	TIR: 0.26
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.46	
INC000000313113	Stephen Phair	Application	None	ZENworks for Desktops		TIR Missed: No	TIR: 0.00
Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00	
INC000000313118	Jenny Fuchs	Mobile Devices	Error	Novell GroupWise		TIR Missed: No	TIR: 0.18
Application Services	Danielle Hood	Human Services	Low	Closed	TTR Missed: No	TTR: 3.06	
INC000000313130	Daniel Hansen	Application	None	PGP		TIR Missed: No	TIR: 0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00	
INC000000313166	Kerry Hansen	Application	None	BlueZone		TIR Missed: No	TIR: 0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR: 0.11	
INC000000313179	Sheryl St Clair	Application	Password	Novell Messenger		TIR Missed: No	TIR: 0.00
Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00	
INC000000313180	Shelly Balderston	Application	Error	Office of Recovery Services Inf		TIR Missed: No	TIR: 0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	TTR: 0.03	
INC000000313188	Ceci Castillo	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
Metro D Help Desk	John Robinson	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00	
INC000000313189	Justina Flesher	None	None	None		TIR Missed: Yes	TIR: 2.26
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 2.28	
INC000000313195	Sheryl St Clair	Application	Error	SAFE		TIR Missed: No	TIR: 0.04
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR: 0.38	
INC000000313220	Stephanie O Nelson	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR: 0.08
Voice Operations	Annette Nielsen	Human Services	Low	Closed	TTR Missed: No	TTR: 0.26	

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INC000000313228	Celeste LaBorde	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.00
Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00	
INC000000313230	Marti James	Application	None	Citrix ICA Client		TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.25	
INC000000313250	Nancy Barowski	Application	Password	Citrix ICA Client		TIR Missed:	No	TIR:	0.14
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.18	
INC000000313252	Cathy Beckwith	Application	Password	Novell GroupWise		TIR Missed:	No	TIR:	0.18
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.29	
INC000000313258	Lori Orton	Network	None	None		TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.13	
INC000000313274	Jill Bell	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.00
Metro D Help Desk	Doug Brown	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00	
INC000000313298	Steven Phelps	Network	Password	None		TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support	Troy Morris	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.22	
INC000000313306	Mike Derbidge	Network	Password	None		TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00	
INC000000313307	Loie Hanson	Application	None	BlueZone		TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.07	
INC000000313312	Shirley Bleazard	Telecom	Coverage Path	Telephone		TIR Missed:	No	TIR:	0.09
Voice Operations	Annette Nielsen	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.09	
INC000000313326	Alrae Snyder	Network	Password	None		TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.02	
INC000000313327	Valene Tuttle	Network	Incident	Novell ConsoleOne		TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	1.66	
INC000000313330	Annette Perkins	Application	None	Microsoft Word		TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.33	
INC000000313333	Aggie Ypina	Application	Error	Office of Recovery Services Inf		TIR Missed:	No	TIR:	0.31
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.64	
INC000000313341	Senituli Penitani	Application	Password	Novell GroupWise		TIR Missed:	No	TIR:	0.20
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.97	
INC000000313346	Leann Wilber	Application	Error	None		TIR Missed:	Yes	TIR:	2.51
Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed:	No	TTR:	2.54	
INC000000313364	Pam Madsen	None	None	None		TIR Missed:	No	TIR:	0.17
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.63	

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INC000000313380	Vern Greenhalgh Metro B Help Desk	Application Gary Graham	Password Human Services	SAFE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
INC000000313400	Evelyn Cloward Help Desk	Mainframe Vicky Marrelli	Password Human Services	BlueZone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000313403	Shaylynn Montano Voice Operations	Telecom Annette Nielsen	Coverage Path Human Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 0.11
INC000000313411	Karen Krommenhoek Metro B Help Desk	PC/Laptop Val Shepherd	Error Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.52 0.85
INC000000313412	Mary Ferrell Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.20
INC000000313416	Peggy Major Metro B Help Desk	Application Val Shepherd	None Human Services	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.08
INC000000313429	Wendy Sheriff-Carter Rural Central Desktop Support	Application Robert Case	Error Human Services	ZENworks for Desktops Medium	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.24 3.54
INC000000313444	Christina Boddy ORS Content Manager	Application Dan Barrett	None Human Services	BlueZone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.06 0.75
INC000000313449	Geneil Young Rural Central Desktop Support	Application Paul Petersen	None Human Services	PGP Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 5.27
INC000000313471	Kimball Krantz Metro D Help Desk	Application John Robinson	Error Human Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000313472	Michael Barclay Jr Iv Metro B Help Desk	Network Gary Graham	Incident Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.05 0.12
INC000000313474	Ellen Weaver Metro B Help Desk	Application Gary Graham	Error Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.26
INC000000313484	Gayle Nath Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.43
INC000000313493	Floyd Baldwin Metro B Help Desk	Network Gary Graham	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.16 0.25
INC000000313500	Danette L Larsen Metro B Help Desk	Network Gary Graham	Password Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.19 0.32
INC000000313521	Jamie Strong Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell ConsoleOne Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.21
INC000000313529	Tom Payne Metro B Help Desk	Application Val Shepherd	None Human Services	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.60

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INC000000313573	Laura Garrard Metro B Help Desk	Application Val Shepherd	Error Human Services	State Payroll Time Entry System Low	TIR Missed: No TTR Missed: No	TIR: 0.13 TTR: 1.03
INC000000313587	Lisa Bruno Metro B Desktop Support	Print/Copy/Scan/Fax Cindy Reed	None Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.26 TTR: 5.69
INC000000313594	Marsha Sherman Application Support - EREP IA	Application Amberly Hoang	Error Human Services	Utah Electronic Resource and E Low	TIR Missed: Yes TTR Missed: Yes	TIR: 74.02 TTR: 74.02
INC000000313595	Julianne Peterson Metro D Help Desk	Network Doug Brown	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000313596	Sharon Timmons Metro B Help Desk	PC/Laptop Val Shepherd	Error Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.61 TTR: 0.61
INC000000313605	Chantel Harvey Rural Central Desktop Support	Application Ron LeBaron	None Human Services	ZENworks for Desktops Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.20
INC000000313616	Karen C Andersen Metro B Desktop Support	Application Annice Valdez	None Human Services	Content Manager Low	TIR Missed: No TTR Missed: No	TIR: 0.14 TTR: 1.53
INC000000313652	Julianne Peterson Metro D Help Desk	None Jed Patrick	None Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000313658	John S Larsen Metro D Help Desk	Network Doug Brown	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000313678	Linda Wininger Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.10 TTR: 0.17
INC000000313747	Betty Anderson Help Desk	Application Vicky Marrelli	Password Human Services	Utah Master Directory Low	TIR Missed: No TTR Missed: No	TIR: 0.07 TTR: 0.60
INC000000313751	Justina Flesher Metro B Desktop Support	None Annice Valdez	None Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.12 TTR: 2.47
INC000000313762	Shirlene McCairns Rural Central Desktop Support	Application Colin Bodkin	Error Human Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 2.62
INC000000313763	Marti Bown Rural South Desktop Support	PC/Laptop Lance Nay	Performance Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000313766	Marti Bown Rural South Desktop Support	Print/Copy/Scan/Fax Lance Nay	None Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000313772	Diana Corona Metro D Help Desk	Print/Copy/Scan/Fax Doug Brown	Queue Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000313788	Megan Rasmussen Metro B Help Desk	Print/Copy/Scan/Fax Gary Graham	Incident Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.07 TTR: 0.35

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INC000000313795	Amanda Rader Metro B Help Desk	Application Janet Hongsyvilay	Password Human Services	PGP Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.33 0.81
INC000000313796	Susan Johnson Metro D North Desktop Support	None Ruston McKay	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000313799	Tammy Nuttall Metro D North Desktop Support	None Ruston McKay	None Human Services	Office of Recovery Services Inf Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000313826	Mike Pickett Rural Central Desktop Support	PC/Laptop Jeremy Standifird	Performance Human Services	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.28
INC000000313895	Stephanie Higbee Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	Unified Social Services Delivery Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.06 0.21
INC000000313899	Jordan Reimschuessel Metro B Help Desk	Application Val Shepherd	None Human Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000313923	Eden Krehbiel Metro B Help Desk	Mainframe Val Shepherd	None Human Services	BlueZone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000313936	Jason Davidson Metro B Help Desk	Network Val Shepherd	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.13 0.15
INC000000313939	Daniel Hansen Rural Central Desktop Support	Network Jeremy Standifird	Incident Human Services	None Medium	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.26 0.49
INC000000313957	Adrienne Rowley Rural Central Desktop Support	PC/Laptop Jay Barfuss	Hardware Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.04
INC000000313959	Jennifer Coomer Help Desk	Print/Copy/Scan/Fax Eileen Dubach	Queue Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000313960	Laura Erickson Metro B Desktop Support	Print/Copy/Scan/Fax Jay Locker	None Human Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.92 4.01
INC000000313963	Ken Ransom Metro B Help Desk	Application Janet Hongsyvilay	Password Human Services	DB2 Query Management Facilit Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 0.12
INC000000313975	Marti Bown Rural South Desktop Support	Application Lance Nay	None Human Services	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000313990	Laurie Flores Metro B Desktop Support	Print/Copy/Scan/Fax Cindy Reed	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.01 0.85
INC000000313993	Janice Oswald Metro D Help Desk	Print/Copy/Scan/Fax Doug Brown	Queue Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000313998	Malinda Allred Metro B Help Desk	Application Val Shepherd	None Human Services	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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Human Services

INC000000314017	Marc Vaughn Metro B Help Desk	Application Val Shepherd	Password Human Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000314020	Angeline Jacobs Metro B Help Desk	Application Val Shepherd	Password Human Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000314022	Andrew Purcell Metro B Help Desk	Application Val Shepherd	Password Human Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000314024	Brandi Duke Metro B Help Desk	Application Val Shepherd	Password Human Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000314026	Sara Hinckley Metro B Help Desk	Application Val Shepherd	Password Human Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000314028	Jenny Caldwell Metro B Help Desk	Application Val Shepherd	Password Human Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000314029	Shana Oman Metro B Help Desk	Application Val Shepherd	Password Human Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000314044	Claudia Lozano Capitol Hosting	None Conn Peterson	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000314048	Chad Catmull Help Desk	Application Vicky Marrelli	Password Human Services	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000314049	Rita Valdez Help Desk	Application Vicky Marrelli	Password Human Services	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000314053	Katie Jensen Help Desk	Application Vicky Marrelli	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000314054	John Marsh Help Desk	Application Vicky Marrelli	Password Human Services	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000314055	Jim A Miller Metro A Help Desk	Network Ed Conrad	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000314057	Karma J Belcher Help Desk	Application Vicky Marrelli	Error Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000314061	Mata Fauatea Metro B Desktop Support	PC/Laptop Michael Barth	Error Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000314062	Senituli Penitani Help Desk	Application Vicky Marrelli	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000314065	Justin Coggins Metro A Help Desk	Network Ed Conrad	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000314070	Michael B Jensen	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000314071	Michael S Small	Application	Password	Utah Master Directory	TIR Missed: No	TIR: 0.00
Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000314074	Susan Dalpiaz	None	None	None	TIR Missed: No	TIR: 0.00
Metro B Desktop Support	Michael Barth	Human Services	Low	Closed	TTR Missed: Yes	TTR: 11.00
INC000000314075	Kristen Butler	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000314077	Jacob Larson	PC/Laptop	Error	None	TIR Missed: No	TIR: 0.00
Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	TTR: 5.34
INC000000314078	Jason Davidson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Ed Conrad	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000314079	Chad Catmull	Network	Password	State Payroll Time Entry System	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Ed Conrad	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000314085	Debbie Bullock	Application	Error	State Payroll Time Entry System	TIR Missed: No	TIR: 0.00
Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000314086	Nicole Nielsen	Telecom	Voice Mail	Telephone	TIR Missed: No	TIR: 0.00
Voice Operations	Gail Christiansen	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000314107	Julie Snell	None	None	None	TIR Missed: No	TIR: 0.00
Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000314108	Jennifer Moxon	None	None	None	TIR Missed: No	TIR: 0.00
Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000314109	Wendy Cox	None	None	None	TIR Missed: No	TIR: 0.00
Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000314112	Ernest Cuatto	None	None	None	TIR Missed: No	TIR: 0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000314114	Senituli Penitani	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000314122	Britany A Nixon	None	None	None	TIR Missed: No	TIR: 0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 1.10
INC000000314123	Susan Tregaskis	Telecom	None	None	TIR Missed: No	TIR: 0.00
Voice Operations	Leon Owen	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000314133	Kari Wright	Network	Incident	Novell ConsoleOne	TIR Missed: No	TIR: 0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00

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INC000000314134	Nathan Pierce	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Michael Barth	Human Services	Low	Resolved	TTR Missed:	Yes	TTR:	14.99
INC000000314135	Kris Piz	Mainframe	Password	BlueZone		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000314139	April Bouphe	Application	Password	Utah Master Directory		TIR Missed:	No	TIR:	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.34
INC000000314141	Beverly Clark	Network	Incident	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000314152	Denese Bleak	Application	Error	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.27
INC000000314158	Justina Flesher	None	None	None		TIR Missed:	No	TIR:	0.01
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.18
INC000000314165	Cristy Davis	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed:	No	TTR:	1.13
INC000000314189	Christine Nguyen	Network	Password	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.03
INC000000314198	Rebekah Ramey	Application	Error	DB2 Query Management Facility		TIR Missed:	No	TIR:	0.12
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.90
INC000000314202	Denise Bradshaw	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.41
	Rural South Desktop Support	Doug Chaston	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.41
INC000000314203	Celeste LaBorde	Mainframe	Password	BlueZone		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000314213	Irma Romero	Application	None	PGP		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.70
INC000000314215	Judy Hafen	Application	Password	Novell Messenger		TIR Missed:	No	TIR:	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000314224	Lynn Higginson	Application	Error	eFIND/eSHARE		TIR Missed:	No	TIR:	0.02
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.06
INC000000314233	Pat Dalton	Network	Incident	Novell ConsoleOne		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.15
INC000000314234	Cheryl R Anderson	Network	Error	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.08
	Metro B Desktop Support	cindy reed	Human Services	Low	Closed	TTR Missed:	No	TTR:	4.74
INC000000314235	Doug Spencer	Application	Error	SAFE		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.07

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INC000000314242	Rick Hendy	PC/Laptop	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	TTR: 0.05
INC000000314254	Tami Rivera	Print/Copy/Scan/Fax	None	None	TIR Missed: No	TIR: 0.25
Metro D North Desktop Support	Lori Hartzell	Human Services	Low	Resolved	TTR Missed: No	TTR: 5.25
INC000000314256	Martina Schneider	Network	Incident	None	TIR Missed: No	TIR: 0.00
Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000314261	Eric Bonnett	Application	None	SAFE	TIR Missed: No	TIR: 0.30
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR: 0.35
INC000000314277	Tammy Nuttall	Application	Reporting	BlueZone	TIR Missed: No	TIR: 0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.19
INC000000314287	Heidi Erickson	Application	Reporting	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.14
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.38
INC000000314303	Tammy Wood	Mobile Devices	None	BlackBerry Configuration	TIR Missed: No	TIR: 0.00
Help Desk	Eileen Dubach	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000314307	Tom Sitake	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR: 0.24
INC000000314316	Catherine Taylor	Mobile Devices	Error	None	TIR Missed: No	TIR: 0.06
Application Services	Danielle Hood	Human Services	Low	Closed	TTR Missed: No	TTR: 3.70
INC000000314323	Karla Sedillo	Network	Password	None	TIR Missed: No	TIR: 0.00
Rural Central Desktop Support	Jeremy Standifird	Human Services	Low	Closed	TTR Missed: No	TTR: 0.25
INC000000314326	Denise Fairbourn	Application	Error	Office of Recovery Services Infoc	TIR Missed: No	TIR: 0.00
Application Support	Justin Rasmussen	Human Services	Low	Closed	TTR Missed: No	TTR: 0.01
INC000000314327	Mary Siebert	Application	Password	Novell GroupWise 32-bit Windo	TIR Missed: No	TIR: 0.00
Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000314335	Mindy L McBride	Network	Password	None	TIR Missed: No	TIR: 0.00
Rural Central Desktop Support	Jeremy Standifird	Human Services	Low	Closed	TTR Missed: No	TTR: 0.16
INC000000314336	Tim Morganson	Application	None	ZENworks for Desktops	TIR Missed: No	TIR: 0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR: 0.15
INC000000314353	Andrea Curtis	None	None	BlueZone	TIR Missed: No	TIR: 0.15
Metro D North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	TTR: 1.78
INC000000314356	Mark E Ward	None	None	None	TIR Missed: No	TIR: 0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.30
INC000000314359	Nancy Beardall	Application	Error	Utah System for Tracking Eligibi	TIR Missed: No	TIR: 0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	TTR: 0.03

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INC000000314361	Cristy Davis Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.20
INC000000314368	Mark Hollingshead Metro B Help Desk	PC/Laptop Janet Hongsyvilay	Performance Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.17 1.12
INC000000314374	LuAnne Endres Metro B Help Desk	Network Val Shepherd	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 0.89
INC000000314384	Jeri Boyle Metro B Help Desk	Application Gary Graham	Reporting Human Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.77 1.12
INC000000314393	Destry Maycock Metro D Help Desk	None Doug Brown	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000314397	Tammy Nuttall Metro B Help Desk	Network Val Shepherd	Incident Human Services	BlueZone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000314399	Cassie Selim Metro D Help Desk	None Doug Brown	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000314401	Vickie Nelson Metro B Desktop Support	PC/Laptop Michael Barth	Hardware Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.55 0.55
INC000000314417	Donna Russell Metro B Help Desk	Application Val Shepherd	Error Human Services	State Payroll Time Entry System Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.68 1.44
INC000000314428	Lisa Bruno Help Desk	Telecom Eileen Dubach	None Human Services	None Medium	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.21 0.21
INC000000314436	Sherrie Snow Rural Central Desktop Support	Application Paul Petersen	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.25 1.62
INC000000314439	Lisa Bruno Voice Operations	Telecom Annette Nielsen	Voice Mail Human Services	None High	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08 0.21
INC000000314439	Lisa Bruno Voice Operations	Telecom Annette Nielsen	Voice Mail Human Services	None High	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.21
INC000000314440	Kelsae Stentzel Metro B Help Desk	Application Val Shepherd	None Human Services	State Payroll Time Entry System Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.08
INC000000314453	Sheryl St Clair Help Desk	Mobile Devices Eileen Dubach	Error Human Services	BlackBerry Configuration Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.88 1.31
INC000000314457	Susan Goodman Rural South Desktop Support	PC/Laptop Ryan Bennett	Error Human Services	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.23 0.53
INC000000314462	Jamie Jepsen Metro B Help Desk	Network Janet Hongsyvilay	Error Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.17 0.22

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INC000000314474	Andrew Trotter	None	None	None		TIR Missed: No	TIR: 0.53
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR: 0.65
INC000000314486	Deborah Griffin	Telecom	Voice Mail	None		TIR Missed: No	TIR: 0.06
	Voice Operations	Annette Nielsen	Human Services	Low	Closed	TTR Missed: No	TTR: 0.09
INC000000314490	Justina Flesher	None	None	None		TIR Missed: No	TIR: 0.07
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.23
INC000000314522	Lisa D Evans	Application	None	BlueZone		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR: 0.12
INC000000314543	LuAnne Endres	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000314552	Marcia Fryer	Application	None	BlueZone		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000314578	Emilee Moon	Network	Error	None		TIR Missed: No	TIR: 0.17
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.87
INC000000314599	Beverly Clark	Application	None	Novell Messenger		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR: 0.03
INC000000314621	Rebecca Felt	Network	Password	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Resolved	TTR Missed: No	TTR: 5.71
INC000000314629	Kathryn Wright	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro D Help Desk	Doug Brown	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000314641	Tim Ponce	Network	Password	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Jeremy Standifird	Human Services	Low	Closed	TTR Missed: No	TTR: 0.28
INC000000314649	Mary Lou Warner	Telecom	None	None		TIR Missed: No	TIR: 0.30
	Voice Operations	Annette Nielsen	Human Services	Low	Closed	TTR Missed: No	TTR: 0.45
INC000000314682	Christine Nguyen	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR: 0.14
	Application Support	Justin Rasmussen	Human Services	Low	Closed	TTR Missed: No	TTR: 0.48
INC000000314683	Jennifer Popich	Application	Error	ZENworks for Desktops		TIR Missed: No	TIR: 0.00
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	TTR: 0.04
INC000000314689	Joseph Harmon	None	None	SAFE		TIR Missed: No	TIR: 0.27
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR: 0.52
INC000000314695	Lisa Martinez	Network	Password	Novell Client for 32-bit Windows		TIR Missed: Yes	TIR: 1.11
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR: 1.40
INC000000314707	Dave Farley	Application	None	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR: 0.04

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INC000000314736	Wendy Sheriff-Carter Rural Central Desktop Support	Application Robert Case	Reporting Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.78 1.20
INC000000314764	Justina Flesher Metro B Help Desk	None Val Shepherd	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.60 2.07
INC000000314769	Dave Farley Metro B Help Desk	Application Gary Graham	Error Human Services	Unified Social Services Delivery Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.10
INC000000314776	Gail King Metro B Help Desk	Application Gary Graham	Password Human Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.41 0.60
INC000000314780	Deborah Sirles Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	Utah Electronic Resource and E Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.47 0.53
INC000000314792	Beverly Clark Metro B Help Desk	Print/Copy/Scan/Fax Gary Graham	Error Code Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.04
INC000000314793	Janet Culpepper Metro B Help Desk	Print/Copy/Scan/Fax Janet Hongsyvilay	Queue Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
INC000000314804	Julie Williams Metro D North Desktop Support	Print/Copy/Scan/Fax Ruston McKay	Queue Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000314807	Julie Williams Metro D North Desktop Support	None Ruston McKay	None Human Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000314811	Bob Parker Metro D North Desktop Support	None Ruston McKay	None Human Services	Office of Recovery Services Inf Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000314814	Lisa Peek Metro D North Desktop Support	None Ruston McKay	None Human Services	Office of Recovery Services Inf Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000314818	Susan Eddy Metro D North Desktop Support	None Ruston McKay	None Human Services	Office of Recovery Services Inf Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000314829	Carla Kelsey Rural Central Desktop Support	Network Robert Case	None Human Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.97 1.97
INC000000314832	Justina Flesher Campus Networking	None Charmaine Malan	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.15 0.37
INC000000314840	Kerry Hansen Metro D North Desktop Support	Print/Copy/Scan/Fax Ruston McKay	Queue Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000314857	LuAnne Endres Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	State Payroll Time Entry System Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.14
INC000000314861	Justina Flesher Metro B Help Desk	Network Val Shepherd	Incident Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.32 0.33

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Human Services

INC000000314863	Erika L Marks	None	None	None		TIR Missed: No	TIR: 0.00
	Metro D Help Desk	Doug Brown	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000314880	LuAnne Endres	Application	None	State Payroll Time Entry System		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.11
INC000000314881	Daniel Hansen	Application	Error	Content Manager		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR: 0.07
INC000000314888	Erika L Marks	Application	None	Citrix ICA Client		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR: 1.47
INC000000314889	Wendy Sheriff-Carter	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro D Help Desk	Doug Brown	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000314909	Justina Flesher	Network	Incident	None		TIR Missed: No	TIR: 0.20
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.20
INC000000314912	Darcy Anderson	Application	None	Cisco AnyConnect VPN Client		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR: 2.27
INC000000314918	Justina Flesher	Network	Incident	None		TIR Missed: No	TIR: 0.05
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.05
INC000000314920	Diana Corona	Application	None	BlueZone		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000314924	Justin Northway	Application	Error	ZENworks for Desktops		TIR Missed: No	TIR: 0.56
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR: 0.67
INC000000314932	Pat Peterson	Application	Password	SAFE		TIR Missed: No	TIR: 0.24
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	TTR: 0.57
INC000000314934	Morgan Earley	PC/Laptop	Error	None		TIR Missed: No	TIR: 0.19
	Metro D North Desktop Support	Ryan Casey	Human Services	Low	Closed	TTR Missed: Yes	TTR: 6.75
INC000000314936	Malinda Allred	Network	Error	None		TIR Missed: No	TIR: 0.00
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000314937	Justina Flesher	Network	Incident	None		TIR Missed: No	TIR: 0.31
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.41
INC000000314946	Michael Benedict	Application	Password	Utah Master Directory		TIR Missed: No	TIR: 0.02
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	TTR: 0.04
INC000000314952	Chantel Harvey	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	TTR: 1.71
INC000000314954	Justina Flesher	Network	Incident	None		TIR Missed: No	TIR: 0.23
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.23

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INC000000314969	Yanoula Dounias	Telecom	Dial Tone	None		TIR Missed:	No	TIR:	0.42
	Voice Operations	Annette Nielsen	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.54
INC000000314970	Kris Hansen	Application	Reporting	Utah Criminal Justice Informatio		TIR Missed:	No	TIR:	0.05
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.50
INC000000314983	Pat Moore	None	None	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000314985	Barnel Fail	Network	None	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.14
INC000000314991	Rebecca Skinner	Application	Password	Utah Master Directory		TIR Missed:	No	TIR:	0.34
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.36
INC000000315025	Sylvia Stevenson	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.06
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.11
INC000000315030	Justina Flesher	Network	Incident	None		TIR Missed:	No	TIR:	0.04
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.10
INC000000315044	Matt Marler	Application	Password	Utah Master Directory		TIR Missed:	No	TIR:	0.18
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.21
INC000000315056	Bonnie Northrup	Application	None	BlueZone		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.13
INC000000315064	Rebel Smith	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000315065	Donelle Clements	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000315066	Stephanie Bezyack	None	None	Office of Recovery Services Inf		TIR Missed:	No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed:	No	TTR:	
INC000000315068	Cherilyn Webster	None	None	Office of Recovery Services Inf		TIR Missed:	No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed:	No	TTR:	
INC000000315085	Matt Marler	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.11
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.22
INC000000315102	Brett Jeanselme	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro D Help Desk	Doug Brown	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000315111	Travis Lebaron	Network	Error	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.02
INC000000315124	Irma Romero	Application	None	RSA SecurID Software Token		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.06

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INC000000315131	Ashley Hills Metro B Help Desk	Network Gary Graham	Error Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.11 0.29
INC000000315148	Maciel Perea Help Desk	Print/Copy/Scan/Fax Eileen Dubach	Queue Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000315163	Jason Clyde Rural South Desktop Support	PC/Laptop Ryan Bennett	None Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.05 0.59
INC000000315204	Mike Pomeroy Metro B Help Desk	Application Janet Hongsyvilay	Password Human Services	Citrix ICA Client Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.14 0.20
INC000000315214	D'Lyn Mayne Rural Central Desktop Support	Application John Donaldson	Error Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000315217	D'Lyn Mayne Rural Central Desktop Support	Application John Donaldson	Error Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000315225	D'Lyn Mayne Rural Central Desktop Support	Application John Donaldson	Error Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000315229	Josette Harding Rural Central Desktop Support	Print/Copy/Scan/Fax John Donaldson	Incident Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000315234	Martin Meyer Rural Central Desktop Support	Application John Donaldson	Error Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000315238	Martin Meyer Rural Central Desktop Support	PC/Laptop John Donaldson	Hardware Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000315240	Shannon Black Rural Central Desktop Support	Application John Donaldson	Error Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000315243	Ruth Timothy Rural Central Desktop Support	Application John Donaldson	Error Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000315246	Larue Lewis Metro A Help Desk	Application Ed Conrad	Error Human Services	ZENworks for Desktops Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000315247	Leelana Foster Metro A Help Desk	Application Ed Conrad	Error Human Services	ZENworks for Desktops Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000315249	Leslie Howell Metro A Help Desk	Application Ed Conrad	Error Human Services	ZENworks for Desktops Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000315254	Jorden Czech Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell ConsoleOne Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000315255	Toa Toelupe Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell ConsoleOne Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000315256	Rick Ericksen Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell ConsoleOne Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000315257	Rick Ericksen Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell ConsoleOne Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000315258	Rick Ericksen Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell ConsoleOne Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000315272	Ernest Cuatto Metro B Desktop Support	None Michael Barth	None Human Services	None Low Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	3.98 6.73
INC000000315273	Judy Hafen Metro B Help Desk	Application Janet Hongsyvilay	Reporting Human Services	RSA SecurID Software Token Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.01 0.57
INC000000315283	Richard Johnston Metro B Help Desk	Application Val Shepherd	Reporting Human Services	Novell Client for 32-bit Windows Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.06 0.45
INC000000315286	Tina Humphrey Metro B Desktop Support	None Annice Valdez	None Human Services	IPCC Express Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.66 0.68
INC000000315292	Scheila Beekhuizen Help Desk	Network Brenda Treadway	Password Human Services	Novell Client for 32-bit Windows Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000315293	Sandy Baxter Metro B Help Desk	Network Janet Hongsyvilay	Password Human Services	Novell Client for 32-bit Windows Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.33 0.37
INC000000315297	Sueellen Ebertz Voice Operations	Telecom Lois Schow	Feature Human Services	None Low Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 0.66
INC000000315305	Tracy Graham Metro B Desktop Support	Application Annice Valdez	None Human Services	BlueZone Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.55
INC000000315309	Keri Allen Metro B Desktop Support	PC/Laptop Michael Barth	Hardware Human Services	None Low Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	10.64 10.64
INC000000315314	Elise Napper Metro B Help Desk	Application Val Shepherd	Password Human Services	Citrix ICA Client Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.20 0.39
INC000000315327	Navina Forsythe Metro B Help Desk	Network Val Shepherd	None Human Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.37 0.41
INC000000315331	Jennifer Baxter Metro B Desktop Support	PC/Laptop Jay Locker	Hardware Human Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.39 0.76
INC000000315341	Heather Fischer Metro B Help Desk	PC/Laptop Val Shepherd	None Human Services	SAFE Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.39 0.68
INC000000315348	Diane Felt Metro B Help Desk	Application Val Shepherd	None Human Services	Citrix ICA Client Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.17 0.17

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INC000000315364	Tami Long	Application	Error	BlueZone		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed:	No	TTR:	1.82
INC000000315382	Linda Rizo	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Jeremy Standifird	Human Services	Low	Closed	TTR Missed:	No	TTR:	5.67
INC000000315393	Brent Perry	Application	Password	DB2 Query Management Facility		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.08
INC000000315396	Holly Jenkins	Application	None	QuickBooks		TIR Missed:	No	TIR:	0.00
	Metro D North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000315400	Tim Herzog	Application	Error	None		TIR Missed:	No	TIR:	0.58
	Metro B Desktop Support	Michael Barth	Human Services	Low	Resolved	TTR Missed:	Yes	TTR:	9.86
INC000000315414	Heather Casutt	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.02
INC000000315421	Kadie Eason	Application	Error	None		TIR Missed:	No	TIR:	0.32
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.32
INC000000315422	Destry Maycock	Application	Reporting	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.51
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.51
INC000000315423	Shaylynn Montano	Network	Password	None		TIR Missed:	No	TIR:	0.00
	Metro D North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000315432	Paula Nelson	Application	None	eFIND/eSHARE		TIR Missed:	No	TIR:	0.00
	Metro D North Desktop Support	Lori Hartzell	Human Services	Low	Resolved	TTR Missed:	No	TTR:	
INC000000315433	Jonathan Houser	Application	Error	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.02
INC000000315439	Kadie Eason	PC/Laptop	Performance	None		TIR Missed:	No	TIR:	0.42
	Rural South Desktop Support	Scott Jesienouski	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.42
INC000000315440	Michelle Cintron	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.62
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.86
INC000000315453	Ellen Weaver	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.03
INC000000315457	Maria Catalini	Application	Reporting	Office of Recovery Services Infoc		TIR Missed:	No	TIR:	0.06
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.12
INC000000315459	Cassie Selim	Application	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.70
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.73
INC000000315463	Lisa Peek	None	None	Novell Messenger		TIR Missed:	No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.58

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INC000000315464	Eliana Downing	Mobile Devices	Error	BlackBerry Configuration	TIR Missed: No	TIR: 0.09
Help Desk	Sarah Johnson	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.17
INC000000315466	Maria Catalini	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR: 0.00
Metro D North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000315467	Shirley Harding	None	None	None	TIR Missed: No	TIR: 0.00
Metro D North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	TTR: 0.54
INC000000315477	Patricia Runyan	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR: 0.03
INC000000315480	Laurie Adams	PC/Laptop	Error	None	TIR Missed: Yes	TIR: 1.61
Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	TTR: 3.90
INC000000315509	Wendy Cole	Network	Error	None	TIR Missed: No	TIR: 0.33
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.35
INC000000315511	Stephen Shafer	Application	Error	SAFE	TIR Missed: No	TIR: 0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR: 0.12
INC000000315515	Cindy Unwin	Telecom	Voice Mail	Telephone	TIR Missed: No	TIR: 0.07
Voice Operations	Annette Nielsen	Human Services	Low	Closed	TTR Missed: No	TTR: 0.15
INC000000315525	Ed Conley	Application	Reporting	None	TIR Missed: No	TIR: 0.18
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.96
INC000000315526	Tricia Jones-Parkin	Mobile Devices	Error	iPhone	TIR Missed: No	TIR: 0.14
Metro B Desktop Support	Bill Crowther	Human Services	Low	Closed	TTR Missed: No	TTR: 0.64
INC000000315532	Lindsey Ross	Network	Error	None	TIR Missed: No	TIR: 0.36
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.87
INC000000315547	John Godfrey	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000315552	Matthew Brickey	Software	Application	None	TIR Missed: No	TIR: 0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	TTR: 0.22
INC000000315557	Richard Schade	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000315577	Rickey Brown	None	None	None	TIR Missed: No	TIR: 0.00
Metro B Desktop Support	Michael Barth	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000315585	Kathy Tollett	None	None	None	TIR Missed: No	TIR: 0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000315606	Kim Miller	Telecom	Voice Mail	None	TIR Missed: No	TIR: 0.03
Voice Operations	Annette Nielsen	Human Services	Low	Closed	TTR Missed: No	TTR: 0.19

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INC000000315636	Kingi Tonga Metro B Help Desk	Application Val Shepherd	Reporting Human Services	Utah Cares Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.21 0.46
INC000000315639	Jean Gray Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.32 2.77
INC000000315649	Marci Day Metro B Help Desk	Application Val Shepherd	Error Human Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.26 0.56
INC000000315670	LuAnne Endres Metro B Help Desk	None Val Shepherd	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000315673	Roseanna L Manu Metro B Help Desk	Application Gary Graham	Reporting Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.13
INC000000315674	Heidi Erickson Help Desk	Network Brenda Treadway	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000315676	Elizabeth Knight Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.04
INC000000315687	Paula Nelson Metro B Help Desk	Mainframe Val Shepherd	Password Human Services	BlueZone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000315711	Susan Llewellyn Metro D Help Desk	Network Doug Brown	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000315722	Noreen Heid Application Services	Application Martin Gonzalez	None Human Services	Novell GroupWise Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.18 5.45
INC000000315754	Lisa Packard Metro B Help Desk	Software Gary Graham	Application Human Services	Office of Recovery Services Infrc Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03
INC000000315777	Shirley Winn Metro B Desktop Support	Application Jay Locker	Reporting Human Services	Microsoft Office Professional 20 Low	Resolved	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 13.38
INC000000315778	Leslie Howell Metro B Help Desk	Network Val Shepherd	Password Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.24 0.89
INC000000315791	Karla Sedillo Metro B Help Desk	Application Val Shepherd	None Human Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.69 1.38
INC000000315796	Justin Seely Rural Central Desktop Support	None Robert Case	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000315804	Casey Cole Application Support	Application Justin Rasmussen	Error Human Services	Office of Recovery Services Infrc Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.61 1.50
INC000000315853	Carrie Worthen Metro B Help Desk	Print/Copy/Scan/Fax Val Shepherd	Queue Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000315856	Gwen Nelson Rural Central Desktop Support	PC/Laptop Robert Case	Error Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.14 0.40
INC000000315857	Notah Tahy Rural South Desktop Support	PC/Laptop Meladye Shively	Hardware Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.21 0.92
INC000000315859	Theo Judson Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	Utah System for Tracking Eligibi Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.59 1.99
INC000000315863	Joanne Smuin Rural Central Desktop Support	PC/Laptop Jay Barfuss	Error Human Services	IManager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.12
INC000000315864	Steven Cox Voice Operations	Telecom Annette Nielsen	Dial Tone Human Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.10 0.14
INC000000315868	Kara Anderson Metro B Desktop Support	None Michael Barth	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000315881	Michael Murdock Rural South Desktop Support	Application Lance Nay	None Human Services	PGP Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000315900	Mary Jensen Metro B Help Desk	Network Val Shepherd	None Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.02 1.39
INC000000315902	Beverly Clark Metro B Desktop Support	Application Annice Valdez	None Human Services	BlueZone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.20
INC000000315907	Beverly Clark Metro B Help Desk	Application Val Shepherd	None Human Services	BlueZone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03
INC000000315914	Brent Perry Metro B Desktop Support	Application Annice Valdez	None Human Services	DB2 Query Management Facilit Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.15 0.90
INC000000315920	Carol Niehus Help Desk	Print/Copy/Scan/Fax Vicky Marrelli	Queue Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000315925	Sonja Nordstrom Rural Central Desktop Support	Application Robert Case	None Human Services	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.01 0.52
INC000000315931	Kevin Kilburn Metro B Desktop Support	PC/Laptop Jay Locker	Performance Human Services	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.74 3.01
INC000000315935	Ella Lopez Metro B Help Desk	Application Janet Hongsyvilay	Password Human Services	DB2 Query Management Facilit Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
INC000000315938	Emilee Moon Metro B Desktop Support	Network Cindy Reed	Incident Human Services	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	3.05 3.05
INC000000315953	Eric Bonnett Metro B Help Desk	Application Val Shepherd	Error Human Services	SAFE Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.71 0.74

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INC000000315974	Mary Jensen	Print/Copy/Scan/Fax	None	None		TIR Missed: Yes	TIR:	2.42
	Metro B Desktop Support	Michael Barth	Human Services	Low	Resolved	TTR Missed: No	TTR:	2.42
INC000000315975	Colette Dalton	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.66
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR:	1.18
INC000000315977	Leslie Howell	Application	Error	Novell GroupWise		TIR Missed: Yes	TIR:	1.21
	Metro D North Desktop Support	Kathleen Gill	Human Services	Low	Resolved	TTR Missed: No	TTR:	1.24
INC000000315987	Georgeia Wood	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	TTR:	2.24
INC000000315988	Jodee Mackay	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR:	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000316012	Aubrey Garff	Network	Incident	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000316023	Kathy Wilcox	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Help Desk	Eileen Dubach	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000316026	Ted Gerun	Application	Error	Microsoft Access		TIR Missed: No	TIR:	0.27
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	TTR:	1.91
INC000000316073	Carol Powell	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR:	0.02
INC000000316078	Diane Felt	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000316092	June Kohles	Network	Error	None		TIR Missed: No	TIR:	0.19
	Help Desk	Eileen Dubach	Human Services	Low	Closed	TTR Missed: No	TTR:	0.19
INC000000316094	Sheryl St Clair	PC/Laptop	None	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Resolved	TTR Missed: No	TTR:	1.12
INC000000316097	Eliana Downing	Application	None	SAFE		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Resolved	TTR Missed: No	TTR:	1.10
INC000000316119	Rashelle Butcher	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.53
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.53
INC000000316137	Geraldine Apel	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.25
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	TTR:	0.25
INC000000316138	Kevin Kilburn	PC/Laptop	Hardware	None		TIR Missed: Yes	TIR:	1.47
	Metro B Desktop Support	Jay Locker	Human Services	Low	Resolved	TTR Missed: No	TTR:	4.04
INC000000316162	Clarice Garcia	Application	Error	ZENworks for Desktops		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Mike Wilde	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00

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INC000000316164	John Thompson Metro B Help Desk	Application Val Shepherd	Error Human Services	ZENworks for Desktops Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000316166	Jeanine Taylor Metro B Help Desk	Application Val Shepherd	Error Human Services	ZENworks for Desktops Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000316167	Judith Jensen Metro B Help Desk	Application Val Shepherd	Error Human Services	ZENworks for Desktops Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000316168	Janna Griffith Metro B Help Desk	Application Val Shepherd	Error Human Services	ZENworks for Desktops Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000316169	Jerry Christensen Metro B Help Desk	Application Val Shepherd	Error Human Services	ZENworks for Desktops Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000316170	Danielle White Metro B Help Desk	Application Val Shepherd	Error Human Services	ZENworks for Desktops Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000316171	Eric Hanson Metro B Help Desk	Application Val Shepherd	Error Human Services	ZENworks for Desktops Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000316172	Jason Burton Metro B Help Desk	Application Val Shepherd	Error Human Services	ZENworks for Desktops Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000316174	Julie Carlile Metro B Help Desk	Application Val Shepherd	Error Human Services	ZENworks for Desktops Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000316175	Janis Hurst Metro B Help Desk	Application Val Shepherd	Error Human Services	ZENworks for Desktops Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000316184	Kristin Wheeler Rural Central Desktop Support	None Robert Case	None Human Services	None Low Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 3.74
INC000000316193	Eric Hanson Metro B Desktop Support	None Annice Valdez	None Human Services	None Low Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.33
INC000000316200	Shirley Harding Voice Operations	None Kelly Johnson	None Human Services	None Low Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08 0.87
INC000000316201	Tamie Hamblin Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	BlueZone Low Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000316209	Keith Brown Metro B Help Desk	Application Val Shepherd	None Human Services	BlueZone Low Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000316211	Holly Freestone Metro B Help Desk	Application Janet Hongsyvilay	Reporting Human Services	BlueZone Low Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.45
INC000000316222	Marcie Valenzuela Application Services	Mobile Devices Dustin Crump	Error Human Services	None Low Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.61 1.80

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INC000000316225	Keith Brown	Application	None	BlueZone		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.75
INC000000316243	Valene Gibbs	None	None	RSA SecurID Software Token		TIR Missed:	No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.66
INC000000316248	Bart Schenck	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000316249	Darla Miller	Network	Incident	None		TIR Missed:	No	TIR:	0.07
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.97
INC000000316251	Ronda Jones	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000316253	Richard Schade	Application	Password	Novell Messenger		TIR Missed:	No	TIR:	0.50
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.50
INC000000316254	Sandra Sanduk	Print/Copy/Scan/Fax	Error Code	None		TIR Missed:	No	TIR:	0.51
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.58
INC000000316268	Chris Wride	PC/Laptop	Hardware	None		TIR Missed:	Yes	TIR:	3.14
	ORS Content Manager	Dan Barrett	Human Services	Low	Resolved	TTR Missed:	No	TTR:	3.14
INC000000316271	Dixie Dalton	Application	Reporting	Novell GroupWise		TIR Missed:	No	TIR:	0.35
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.80
INC000000316277	Stella Andes	Application	Password	SAFE		TIR Missed:	No	TIR:	0.37
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.48
INC000000316281	Annette Robertson	Application	Password	Public Assistance Case Manage		TIR Missed:	No	TIR:	0.35
	Operations Production Control	Cal Brinton	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.35
INC000000316286	Danielle White	Network	Incident	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000316293	Danielle White	Application	None	None		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Jay Locker	Human Services	Low	Resolved	TTR Missed:	No	TTR:	3.77
INC000000316303	John Thompson	None	None	PGP		TIR Missed:	No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed:	No	TTR:	
INC000000316305	Debbie Orwin	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.02
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.02
INC000000316306	Mark Strebel	Application	None	None		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Jay Locker	Human Services	Low	Resolved	TTR Missed:	Yes	TTR:	21.47
INC000000316319	Priya Noronha Ellwood	Application	Error	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Resolved	TTR Missed:	Yes	TTR:	7.23

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INC000000316330	David Melville Metro A Help Desk	Application Cindy Schroeder	Password Human Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08 0.08
INC000000316338	Janeen Brazier Metro B Help Desk	Application Janet Hongsyvilay	Reporting Human Services	Utah Cares Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.36 0.52
INC000000316339	Lory Pond Rural Central Desktop Support	None Ron LeBaron	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 7.27
INC000000316347	Jerry Christensen Rural South Desktop Support	Application Lance Nay	None Human Services	Microsoft Windows XP Professio Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000316351	Delilah Thomas Metro D North Desktop Support	None Ruston McKay	None Human Services	Adobe Flash Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.89
INC000000316352	Kathy Butt Metro D North Desktop Support	None Ruston McKay	None Human Services	Office of Recovery Services Inf Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.87
INC000000316354	Marti Bown Rural South Desktop Support	PC/Laptop Lance Nay	Error Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000316358	Lisa Hood Metro B Desktop Support	PC/Laptop Michael Barth	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.36 5.94
INC000000316362	Gloria Whitesides Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	BlueZone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.11
INC000000316366	Jared Bunnell Metro B Help Desk	PC/Laptop Val Shepherd	Performance Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.31
INC000000316369	Justina Flesher Metro B Help Desk	Network Val Shepherd	Incident Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.28 0.29
INC000000316373	Melissa Baide Metro B Help Desk	Mainframe Gary Graham	Error Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.20
INC000000316375	Heidi Jones Metro C Help Desk	Print/Copy/Scan/Fax Ross Owen	Queue Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000316408	Mel Castillo Metro B Desktop Support	PC/Laptop Bill Crowther	Hardware Human Services	None Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	7.17 7.17
INC000000316417	Claire Rolfe Help Desk	Application Vicky Marrelli	Error Human Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000316419	Claire Rolfe Help Desk	Application Vicky Marrelli	Password Human Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000316430	Valene Gibbs Metro B Help Desk	Mainframe Gary Graham	Error Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03

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INC000000316432	Jacob Larson	None	None	ZENworks for Desktops	TIR Missed: Yes	TIR:	3.17
	Rural Central Desktop Support	Robert Case	Human Services	Low Resolved	TTR Missed: No	TTR:	3.17
INC000000316441	Mechel Gibbs	Application	None	None	TIR Missed: No	TIR:	0.78
	Metro B Desktop Support	Annice Valdez	Human Services	Low Resolved	TTR Missed: No	TTR:	1.40
INC000000316457	Xavier Tisdol	Application	Reporting	None	TIR Missed: No	TIR:	0.35
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	TTR:	0.63
INC000000316460	Ashlee VanAllen	Network	Incident	Novell ConsoleOne	TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	TTR:	0.00
INC000000316465	Judy Hammer	Application	Reporting	Novell GroupWise	TIR Missed: No	TIR:	0.33
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	TTR:	0.57
INC000000316476	Brent Kelsey	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Help Desk	Vicky Marrelli	Human Services	Low Resolved	TTR Missed: No	TTR:	0.00
INC000000316480	Ronda Jones	Application	Error	Content Manager	TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	TTR:	0.24
INC000000316482	Ken Matheson	None	None	None	TIR Missed: No	TIR:	0.53
	Metro B Hosting	Justin Rasmussen	Human Services	Low Resolved	TTR Missed: No	TTR:	3.23
INC000000316489	Johnathan Rowley	Network	Incident	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.32
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	TTR:	0.36
INC000000316491	Justina Flesher	Network	Incident	None	TIR Missed: No	TIR:	0.07
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	TTR:	0.08
INC000000316516	Janna Griffith	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Resolved	TTR Missed: No	TTR:	0.09
INC000000316520	Andria Dives	Application	Error	None	TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Lori Hartzell	Human Services	Low Resolved	TTR Missed: No	TTR:	0.00
INC000000316521	Patsy Hancock	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.63
	Rural Central Desktop Support	Robert Case	Human Services	Medium Resolved	TTR Missed: No	TTR:	0.63
INC000000316533	Laurie Adams	Network	Incident	None	TIR Missed: No	TIR:	0.12
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Resolved	TTR Missed: No	TTR:	0.24
INC000000316541	Jacob Larson	Network	Performance	None	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low Resolved	TTR Missed: No	TTR:	0.46
INC000000316544	Shaylynn Montano	Network	Password	None	TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Lori Hartzell	Human Services	Low Resolved	TTR Missed: No	TTR:	
INC000000316546	Chris Wride	Application	Reporting	BlueZone	TIR Missed: No	TIR:	0.72
	Metro B Desktop Support	Annice Valdez	Human Services	Low Resolved	TTR Missed: No	TTR:	2.12

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INC000000316549	Carol Miller	Network	Incident	None		TIR Missed:	No	TIR:	0.32
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.37
INC000000316550	Sheila Wooten	Application	Error	None		TIR Missed:	No	TIR:	0.00
	Metro D North Desktop Support	Lori Hartzell	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000316551	Dawna Angus	None	None	Novell GroupWise		TIR Missed:	No	TIR:	0.24
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.56
INC000000316552	Dennis Manley	PC/Laptop	Virus	None		TIR Missed:	No	TIR:	0.00
	Metro D North Desktop Support	Lori Hartzell	Human Services	Low	Resolved	TTR Missed:	No	TTR:	
INC000000316557	Linda Long	Application	Reporting	Utah Cares		TIR Missed:	No	TIR:	0.21
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.83
INC000000316573	Dianne Warner-Kearney	Network	Error	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.64
	Metro B Desktop Support	Bill Crowther	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.94
INC000000316581	Dennis Manley	Telecom	None	None		TIR Missed:	No	TIR:	0.47
	Voice Operations	Annette Nielsen	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.54
INC000000316582	Paul Avery	Network	None	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.03
INC000000316584	Kingi Tonga	Application	Error	Utah Cares		TIR Missed:	No	TIR:	0.75
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.86
INC000000316596	Joanne Smuin	PC/Laptop	Error	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Colin Bodkin	Human Services	Low	Resolved	TTR Missed:	No	TTR:	2.41
INC000000316605	David Jones	Application	Reporting	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.42
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.75
INC000000316608	Todd Powers	Application	Error	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.14
INC000000316609	Emilee Moon	Network	Incident	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000316611	Bob Parker	Network	Password	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.02
INC000000316621	Dawn Hollingsworth	Network	Incident	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000316644	Naomi Curiel	Application	Password	Offender Tracking		TIR Missed:	No	TIR:	0.29
	Metro C Help Desk	Ross Owen	Human Services	Low	Resolved	TTR Missed:	No	TTR:	4.11
INC000000316665	Justina Flesher	None	None	None		TIR Missed:	No	TIR:	0.58
	Operations Production Control	Lorraine Morgan	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.59

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INC000000316666	Mardee Schoenfeld	Print/Copy/Scan/Fax	Incident	None		TIR Missed: Yes	TIR: 6.07
	Metro B Desktop Support	Michael Barth	Human Services	Low	Resolved	TTR Missed: Yes	TTR: 6.07
INC000000316669	Tracy Wiggill	PC/Laptop	Performance	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.05
INC000000316670	Theo Judson	PC/Laptop	Performance	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Human Services	Low	Resolved	TTR Missed: No	TTR: 3.64
INC000000316680	Kris Williams	Application	Error	Microsoft Word		TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Ryan Casey	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000316681	Chris Wride	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR: 0.00
	Metro D Help Desk	Doug Brown	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000316683	Janna Griffith	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.31
INC000000316686	Samuel Sherrow	None	None	None		TIR Missed: No	TIR: 0.00
	Metro D Help Desk	Doug Brown	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000316687	Shirley Bingham	Print/Copy/Scan/Fax	None	None		TIR Missed: Yes	TIR: 5.84
	Metro B Desktop Support	Michael Barth	Human Services	Low	Resolved	TTR Missed: No	TTR: 5.84
INC000000316688	Michelle Hauck	Application	Error	Internet Explorer		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.04
INC000000316692	Dawn Hollingsworth	Application	Error	Internet Explorer		TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Ryan Casey	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000316693	Romona Zellers	None	None	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000316695	Susan Mories	None	None	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000316696	Sonja Hutchings	None	None	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000316697	Patricia Madrid	None	None	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000316705	Elaine Boren-Hess	PC/Laptop	Virus	None		TIR Missed: No	TIR: 0.10
	Metro C Desktop Support	Ken Knobel	Human Services	Low	Resolved	TTR Missed: No	TTR: 2.15
INC000000316707	Debbie Orwin	Mainframe	Error	None		TIR Missed: No	TIR: 0.02
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.02
INC000000316716	Justina Flesher	Network	Incident	None		TIR Missed: No	TIR: 0.13
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.13

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INC000000316718	Eva Clarke Metro B Help Desk	Mainframe Janet Hongsyvilay	Error Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.03 0.03
INC000000316740	Janis Hurst Metro B Desktop Support	PC/Laptop Jay Locker	Hardware Human Services	None Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	13.98 13.98
INC000000316743	Bill Duncan Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell ConsoleOne Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.24
INC000000316744	Tyler Petersen Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell ConsoleOne Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.27
INC000000316745	Sharon R Harris Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell ConsoleOne Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.01 1.36
INC000000316747	Thomas Obray Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell ConsoleOne Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.62
INC000000316749	Xavier Tisdol Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell ConsoleOne Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.76
INC000000316766	Julia Kolovich Metro B Help Desk	Application Val Shepherd	Password Human Services	DB2 Query Management Facility Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08 0.15
INC000000316770	Jerry Christensen Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	DB2 Query Management Facility Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.34 0.92
INC000000316774	Judith Jensen Metro B Help Desk	Application Janet Hongsyvilay	Reporting Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.88 1.22
INC000000316790	Deanne Evans Metro B Help Desk	PC/Laptop Gary Graham	Hardware Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.04
INC000000316798	Cristy Davis Metro B Help Desk	Application Val Shepherd	Error Human Services	Content Manager Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000316815	Ellen Weaver ORS Content Manager	Application Dan Barrett	Reporting Human Services	Content Manager Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.83 0.96
INC000000316816	Marla Mathisen Metro B Desktop Support	PC/Laptop Annice Valdez	Hardware Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.46 0.91
INC000000316838	Samuel Sherrow Metro B Help Desk	Network Val Shepherd	Incident Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.12
INC000000316848	Carolina Lindsay Rural Central Desktop Support	Network Paul Petersen	Password Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.97
INC000000316854	Susan Mories Help Desk	Application James Stearns	Password Human Services	Utah Master Directory Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.02 0.05

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INC000000316868	Patricia Davis	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000316887	Donna Russell	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro B Hosting	Paul Seager	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.04
INC000000316894	Kay Layton	Print/Copy/Scan/Fax	None	None		TIR Missed:	No	TIR:	0.37
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.69
INC000000316895	Sherie Snyder	Application	None	None		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Michael Barth	Human Services	Low	Resolved	TTR Missed:	Yes	TTR:	13.63
INC000000316903	Ken Matheson	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro B Hosting	Paul Seager	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.03
INC000000316914	Stephanie Rentmeister	Network	Incident	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000316953	Patricia Runyan	Application	Error	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Resolved	TTR Missed:	No	TTR:	4.66
INC000000316959	Carolina Lindsay	Network	Password	Novell ConsoleOne		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.05
INC000000316961	Shirley Bleazard	Application	None	None		TIR Missed:	No	TIR:	0.10
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.10
INC000000316962	Nancy A Brittain	None	None	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Resolved	TTR Missed:	No	TTR:	3.64
INC000000316978	Cindy M Christensen	PC/Laptop	Performance	None		TIR Missed:	No	TIR:	0.02
	Technical Lead/Project Manager	Pete Freeman	Human Services	Low	Resolved	TTR Missed:	No	TTR:	5.91
INC000000316982	Debbie Bullock	Application	Password	Novell GroupWise 32-bit Window		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000316985	Heidi Trujillo	Application	None	BlueZone		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.12
INC000000316987	Stephanie Bezyack	None	None	BlueZone		TIR Missed:	No	TIR:	0.14
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.43
INC000000316995	Cloyd Timothy	PC/Laptop	Performance	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000317000	Debbie Bullock	PC/Laptop	Performance	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000317009	Floyd Baldwin	Application	Password	Novell eDirectory		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00

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INC000000317015	Jeffery Schofield	None	None	None		TIR Missed: No	TIR: 0.16
	ORS Content Manager	Dan Barrett	Human Services	Low	Resolved	TTR Missed: No	TTR: 2.74
INC000000317019	Geraldine Apel	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.15
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.27
INC000000317022	Donelle Clements	Mainframe	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.02
INC000000317023	Lani Busk	Application	None	SAFE		TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000317025	Tamra Johnson	Application	None	SAFE		TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000317028	Valorie Johnson	Application	None	SAFE		TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000317030	Marti Bown	Application	None	SAFE		TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000317035	Lory Pond	Network	None	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.02
INC000000317048	Debbie Stevens	Mainframe	Error	Office of Recovery Services Inf		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.02
INC000000317049	Mary C Blackburn	Network	None	None		TIR Missed: No	TIR: 0.24
	Metro B Desktop Support	Bill Crowther	Human Services	Low	Resolved	TTR Missed: Yes	TTR: 10.99
INC000000317082	Lamont Felt	Network	None	None		TIR Missed: No	TIR: 0.08
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR: 3.77
INC000000317085	Maria Hernandez	Application	Error	ZENworks for Desktops		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000317086	Pat Bates	Application	Error	ZENworks for Desktops		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000317088	Patricia Davis	Application	Error	ZENworks for Desktops		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000317089	Kathy Anderson	Application	Error	ZENworks for Desktops		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000317090	Kristy Walker	Application	Error	ZENworks for Desktops		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000317091	Kathy Wilcox	Application	Error	ZENworks for Desktops		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00

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INC000000317092	Lori Robinson	Application	Error	ZENworks for Desktops	TIR Missed: No	TIR: 0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000317093	Laura Johnson	Application	Error	ZENworks for Desktops	TIR Missed: No	TIR: 0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000317094	Lynnanne Lewis	Application	Error	ZENworks for Desktops	TIR Missed: No	TIR: 0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000317095	Leeann Robinson	Application	Error	ZENworks for Desktops	TIR Missed: No	TIR: 0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000317096	Michelle Burton	Application	Error	ZENworks for Desktops	TIR Missed: No	TIR: 0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000317099	Honoree Tollefsen	None	None	None	TIR Missed: No	TIR: 0.44
Metro B Desktop Support	Michael Barth	Human Services	Low	Resolved	TTR Missed: No	TTR: 3.49
INC000000317101	Claudia Lozano	None	None	None	TIR Missed: No	TIR: 0.80
Capitol Hosting	Conn Peterson	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.80
INC000000317104	Connie L Carlson	None	None	None	TIR Missed: No	TIR: 0.00
Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	TTR: 3.64
INC000000317107	Delilah Thomas	None	None	Adobe Flash	TIR Missed: No	TIR: 0.00
Metro D North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000317108	Kathy Butt	None	None	Office of Recovery Services Inf	TIR Missed: No	TIR: 0.00
Metro D North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000317109	Senituli Penitani	None	None	None	TIR Missed: No	TIR: 0.00
Metro B Desktop Support	Michael Barth	Human Services	Low	Resolved	TTR Missed: Yes	TTR: 11.00
INC000000317110	Melanie Rasmussen	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR: 0.00
Metro D North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000317111	Patricia Davis	PC/Laptop	Performance	None	TIR Missed: No	TIR: 0.00
Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000317113	Heidi Trujillo	None	None	Office of Recovery Services Inf	TIR Missed: No	TIR: 0.00
Metro D North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	TTR: 1.38
INC000000317115	Susan Riggs	PC/Laptop	Password	None	TIR Missed: No	TIR: 0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.89
INC000000317117	Kathy Wilcox	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.42
INC000000317130	Holly Jenkins	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
Metro D Help Desk	John Robinson	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00

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INC000000317132	Heidi Trujillo	PC/Laptop	None	None		TIR Missed: No	TIR: 0.62
	Metro D North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	TTR: 1.34
INC000000317141	Chris Metcalf	PC/Laptop	None	None		TIR Missed: No	TIR: 0.00
	Help Desk	Brenda Treadway	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.08
INC000000317145	Celeste LaBorde	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	TTR: 3.07
INC000000317161	Rebecca Skinner	Telecom	Voice Mail	Telephone		TIR Missed: Yes	TIR: 1.10
	Voice Operations	Annette Nielsen	Human Services	Low	Resolved	TTR Missed: No	TTR: 1.26
INC000000317166	Rebecca Skinner	Application	Error	Utah Master Directory		TIR Missed: No	TIR: 0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000317167	Mavis Stevenson	None	None	BlueZone		TIR Missed: No	TIR: 0.17
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR: 1.61
INC000000317171	Michelle Burton	PC/Laptop	None	None		TIR Missed: Yes	TIR: 1.23
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	TTR: 2.52
INC000000317176	Karen Hill	Application	Error	PGP		TIR Missed: No	TIR: 0.71
	Metro B Desktop Support	Austin Farey	Human Services	Low	Resolved	TTR Missed: Yes	TTR: 7.95
INC000000317177	Donelle Clements	Application	None	BlueZone		TIR Missed: Yes	TIR: 2.02
	Metro D North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	TTR: 2.02
INC000000317180	Leeann Robinson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.20
INC000000317183	Kevin Kilburn	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000317191	David Melville	Application	Error	Novell Client for 32-bit Windows		TIR Missed: Yes	TIR: 1.29
	Metro B Desktop Support	Michael Barth	Human Services	Low	Resolved	TTR Missed: Yes	TTR: 8.29
INC000000317196	Debbie Stevens	Application	None	BlueZone		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000317204	Robyn Masters	PC/Laptop	None	None		TIR Missed: No	TIR: 0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000317214	Arla Jensen	Telecom	Dial Tone	Telephone		TIR Missed: No	TIR: 0.35
	Voice Operations	Annette Nielsen	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.59
INC000000317220	Julie Bingham	Application	None	BlueZone		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.24
INC000000317230	Adam Park	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro C Help Desk	Chuck Wilson	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00

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INC000000317239	Preston Freitas Operations Production Control	None Lorraine Morgan	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 0.25
INC000000317240	Carol Graway Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000317257	Debbie Stevens Metro D North Desktop Support	None Ruston McKay	None Human Services	BlueZone Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.09 1.14
INC000000317281	Senituli Penitani Help Desk	Application Vicky Marrelli	Password Human Services	Utah Master Directory Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 0.11
INC000000317292	Chris Packard Metro B Help Desk	None Val Shepherd	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000317300	Patricia Roberts Metro B Help Desk	PC/Laptop Gary Graham	None Human Services	BlueZone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.66 0.81
INC000000317301	Kathi Richardson Metro C Help Desk	Network Chuck Wilson	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000317306	Justina Flesher Operations Production Control	None Lorraine Morgan	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.22 0.22
INC000000317327	Marti Bown Rural South Desktop Support	Application Lance Nay	None Human Services	Microsoft PowerPoint Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000317342	Nan Mendenhall Metro B Desktop Support	Application Cindy Reed	Error Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.24 2.13
INC000000317345	Linda Taylor Rural Central Desktop Support	EIS Hardware Ron LeBaron	PC/Laptop Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000317351	Senituli Penitani Metro D Help Desk	Network Doug Brown	Password Human Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000317354	Kristy Barton Rural Central Desktop Support	Wireless Connectivity Ron LeBaron	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.69
INC000000317356	John Perkins Rural Central Desktop Support	Wireless Connectivity Paul Petersen	Error Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.47
INC000000317361	Erika L Marks Rural Central Desktop Support	PC/Laptop Paul Petersen	Error Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 3.68
INC000000317363	DeAnn Karratti Rural Central Desktop Support	PC/Laptop Robert Case	Error Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.25 3.24
INC000000317367	Arla Jensen Rural Central Desktop Support	Application Colin Bodkin	Error Human Services	Computerized Unemployment B Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.29 1.43

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Human Services

INC000000317375	Bart Schenck	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000317377	Emee Drews	EIS Hardware	PC/Laptop	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Resolved	TTR Missed:	No	TTR:	1.53
INC000000317379	Maria Catalini	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000317380	Shauna Thomas	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000317392	Chantel Harvey	EIS Hardware	PC/Laptop	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Resolved	TTR Missed:	No	TTR:	1.43
INC000000317402	Kevin Kilburn	Mainframe	Error	None		TIR Missed:	No	TIR:	0.02
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.02
INC000000317406	Mavis Stevenson	None	None	Office of Recovery Services Inf		TIR Missed:	No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed:	No	TTR:	
INC000000317414	Lisa Jorgensen	Application	Password	Utah Master Directory		TIR Missed:	No	TIR:	0.12
	Help Desk	Eileen Dubach	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.12
INC000000317422	Kevin Kilburn	Print/Copy/Scan/Fax	None	None		TIR Missed:	No	TIR:	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000317432	Brenda Fotheringham	Application	None	BlueZone		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000317443	Les Carter	None	None	Novell GroupWise		TIR Missed:	No	TIR:	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.71
INC000000317453	Edith Martinez	None	None	RSA SecurID Software Token		TIR Missed:	No	TIR:	0.10
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.23
INC000000317458	Patti VanWagoner	Print/Copy/Scan/Fax	None	None		TIR Missed:	No	TIR:	0.59
	Metro B Desktop Support	Cindy Reed	Human Services	Low	Resolved	TTR Missed:	No	TTR:	4.81
INC000000317465	April Conti	None	None	Internet Explorer		TIR Missed:	No	TIR:	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000317466	Amy Hall	Application	None	Internet Explorer		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.24
INC000000317472	Rashelle Butcher	None	None	State Payroll Time Entry System		TIR Missed:	No	TIR:	0.00
	Metro C Help Desk	Chuck Wilson	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000317474	Paul Gehrke	Print/Copy/Scan/Fax	None	None		TIR Missed:	Yes	TIR:	1.61
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed:	No	TTR:	3.29

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INC000000317491	Jolene Dalley-Waters	PC/Laptop	Performance	ZENworks for Desktops	TIR Missed: No	TIR: 0.33
Metro B Desktop Support	Cindy Reed	Human Services	Low	Resolved	TTR Missed: No	TTR: 4.55
INC000000317494	Karen Grenz	Print/Copy/Scan/Fax	None	None	TIR Missed: No	TIR: 0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000317506	April Graham	PC/Laptop	None	None	TIR Missed: No	TIR: 0.26
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.47
INC000000317514	Jill Colvin	Application	None	Microsoft Excel	TIR Missed: No	TIR: 0.01
Metro B Desktop Support	Michael Barth	Human Services	Low	Resolved	TTR Missed: Yes	TTR: 6.83
INC000000317515	Susan Adair	Network	Incident	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.01
Metro B Desktop Support	Michael Barth	Human Services	Low	Resolved	TTR Missed: Yes	TTR: 6.81
INC000000317516	Kara Anderson	PC/Laptop	None	None	TIR Missed: No	TIR: 0.01
Metro B Desktop Support	Michael Barth	Human Services	Low	Resolved	TTR Missed: Yes	TTR: 6.79
INC000000317523	Melanie Jex	None	None	None	TIR Missed: No	TIR: 0.00
Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Resolved	TTR Missed: Yes	TTR: 41.16
INC000000317527	Rachel Burningham	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR: 0.00
Metro D North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000317531	Susan Johnson	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR: 0.00
Metro D North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000317536	Linda Boyd-Melancon	Application	Error	Content Manager	TIR Missed: No	TIR: 0.06
Metro B Help Desk	Gary Graham	Human Services	Medium	Resolved	TTR Missed: No	TTR: 0.09
INC000000317545	Michael B Wanlass	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.42
Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	TTR: 3.74
INC000000317548	Sylvia Canela	PC/Laptop	Error	None	TIR Missed: No	TIR: 0.27
Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.68
INC000000317549	Lisa Martinez	Network	Error	None	TIR Missed: Yes	TIR: 1.27
Rural Central Desktop Support	Paul Petersen	Human Services	Low	Resolved	TTR Missed: No	TTR: 1.80
INC000000317556	Laura Harper	Application	Error	ZENworks for Desktops	TIR Missed: No	TIR: 0.00
Help Desk	Brenda Treadway	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000317557	Joshua Whitesides	None	None	BlueZone	TIR Missed: No	TIR: 0.56
ORS Case Imaging	Dan Barrett	Human Services	Low	Resolved	TTR Missed: No	TTR: 3.04
INC000000317562	Greg Hullinger	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.02
Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	TTR: 1.24
INC000000317565	Marcie Valenzuela	Mobile Devices	None	BlackBerry Configuration	TIR Missed: No	TIR: 0.46
Help Desk	Sarah Johnson	Human Services	Low	Resolved	TTR Missed: No	TTR: 2.20

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INC000000317577	Senituli Penitani	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro D Help Desk	John Robinson	Human Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000317622	Tom Dunford	None	None	None	TIR Missed: No	TIR: 0.00
	Metro C Help Desk	Ross Owen	Human Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000317626	Natalie Holt	None	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.29
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	TTR: 0.39
INC000000317631	Brian Jones	Application	Error	ZENworks for Desktops	TIR Missed: No	TIR: 0.00
	Metro D Help Desk	Doug Brown	Human Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000317661	Desiree Steadman	Application	Error	Internet Explorer	TIR Missed: Yes	TIR: 1.58
	Metro A Desktop Support	Mike Wilde	Human Services	Low Resolved	TTR Missed: Yes	TTR: 12.53
INC000000317677	Richard Nixon	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Help Desk	Brenda Treadway	Human Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000317689	Betty Salgado	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR: 0.00
	Help Desk	Brenda Treadway	Human Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000317693	Kenneth McGee	Application	Error	Novell GroupWise	TIR Missed: No	TIR: 0.46
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	TTR: 1.28
INC000000317695	Danielle White	Network	Password	None	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	TTR: 1.18
INC000000317696	Daphanie Meyers	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Help Desk	Brenda Treadway	Human Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000317700	Mark Scott	Mainframe	Error	None	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	TTR: 1.14
INC000000317701	Wendy Ottley	Application	Password	SAFE	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	TTR: 1.13
INC000000317703	Kevin Kilburn	None	None	None	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	TTR: 1.10
INC000000317704	Joanna Anderson	Mainframe	Error	None	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	TTR: 1.08
INC000000317710	Maria Bulloch	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.25
	Metro A Help Desk	Ed Conrad	Human Services	Low Resolved	TTR Missed: No	TTR: 1.04
INC000000317711	Melissa Black	None	None	BlueZone	TIR Missed: No	TIR: 0.45
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	TTR: 0.61
INC000000317721	Ronda Jones	Mainframe	Error	None	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	TTR: 0.53

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INC000000317733	Becky L Johnson Metro B Help Desk	PC/Laptop Gary Graham	Hardware Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.77
INC000000317734	Sheryl St Clair Rural Central Desktop Support	Network Paul Petersen	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.53
INC000000317744	Melanie Rasmussen Help Desk	Print/Copy/Scan/Fax Vicky Marrelli	Queue Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000317746	Susan Johnson Metro B Help Desk	Mainframe Gary Graham	Error Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.54
INC000000317750	Pat Bates Metro B Help Desk	Application Gary Graham	Error Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.63
INC000000317752	Rashelle Butcher Metro B Help Desk	Application Gary Graham	Error Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.59
INC000000317753	Danielle White Metro B Help Desk	None Gary Graham	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.56
INC000000317760	Stephanie Higbee Metro B Hosting	Application Paul Engberson	None Human Services	Microsoft Word Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.73 1.29
INC000000317761	Nicki Bidlack Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000317786	Nicki Bidlack Metro C Help Desk	None Ross Owen	None Human Services	SAFE Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000317790	Janis Hurst Metro B Desktop Support	Application Annice Valdez	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.23 0.78
INC000000317799	Stephanie Quintana Metro B Help Desk	Mainframe Gary Graham	Error Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.11
INC000000317804	Janet Culpepper Metro C Help Desk	Print/Copy/Scan/Fax Reed Stohel	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000317809	Melanie Rasmussen Metro B Help Desk	Application Val Shepherd	None Human Services	BlueZone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000317815	Leslee Butterfield Metro C Help Desk	Print/Copy/Scan/Fax Ross Owen	Incident Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000317823	Jessica Jonas Metro C Help Desk	Print/Copy/Scan/Fax Reed Stohel	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000317839	Zlatko Porobic Voice Operations	Telecom Annette Nielsen	Call/Receive Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.37 0.52

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INC000000317851	Jennie Robinson Metro B Help Desk	Network Val Shepherd	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.33 TTR: 0.44
INC000000317934	Shawna Peterson Rural Central Desktop Support	None Robert Case	None Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000317945	Tonia Turpin Voice Operations	Telecom Annette Nielsen	Dial Tone Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.19 TTR: 0.32
INC000000317950	Ken McCauley Metro B Desktop Support	PC/Laptop Cindy Reed	Password Human Services	None Low	TIR Missed: No TTR Missed: Yes	TIR: 0.12 TTR: 7.02
INC000000317954	Mel Castillo Metro B Help Desk	Application Val Shepherd	None Human Services	Unified Social Services Delivery Low	TIR Missed: No TTR Missed: No	TIR: 0.06 TTR: 0.13
INC000000317957	Kyle Goudie Metro B Help Desk	Application Val Shepherd	Error Human Services	Internet Explorer Low	TIR Missed: No TTR Missed: No	TIR: 0.49 TTR: 0.55
INC000000317961	Joseph Gable Metro B Help Desk	Application Val Shepherd	Password Human Services	Novell ConsoleOne Low	TIR Missed: No TTR Missed: No	TIR: 0.45 TTR: 2.33
INC000000317981	Brian Olsen Metro B Help Desk	Application Val Shepherd	Password Human Services	PGP Low	TIR Missed: No TTR Missed: No	TIR: 0.49 TTR: 0.62
INC000000317984	Heidi Jones Metro C Help Desk	Print/Copy/Scan/Fax Chuck Wilson	Incident Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000318025	Nikole Baskin Metro B Help Desk	Application Val Shepherd	Error Human Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	TIR: 0.19 TTR: 0.22
INC000000318030	Ashley Hills Rural Central Desktop Support	Application John Donaldson	Password Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000318041	Ashley Hills Rural Central Desktop Support	Application John Donaldson	Password Human Services	Echart Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000318046	Ashley Hills Rural Central Desktop Support	Application John Donaldson	Password Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000318053	Jennifer Coomer Metro C Help Desk	Print/Copy/Scan/Fax Chuck Wilson	Queue Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000318054	Stella Andes Help Desk	Application Eileen Dubach	Password Human Services	Utah Master Directory Low	TIR Missed: No TTR Missed: No	TIR: 0.03 TTR: 0.03
INC000000318056	Ashley Hills Rural Central Desktop Support	Application John Donaldson	Password Human Services	eChart Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000318058	Ashley Hills Rural Central Desktop Support	Application John Donaldson	Password Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00

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INC000000318078	Cindy M Christensen Metro C Help Desk	PC/Laptop Ross Owen	Password Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000318080	JJ Glazier Metro B Help Desk	Application Val Shepherd	None Human Services	Microsoft Word Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.01 0.27
INC000000318083	Kathryn Gerbich Metro B Help Desk	Application Val Shepherd	Error Human Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000318097	Hilarie Brandt Metro B Help Desk	Application Val Shepherd	Error Human Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000318099	David Melville Metro B Help Desk	Application Val Shepherd	Password Human Services	ZENworks for Desktops Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.53
INC000000318109	Karyl Zimmerman Help Desk	Application Vicky Marrelli	Password Human Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000318112	Carolyn Rutherford Metro A Help Desk	Network Ed Conrad	Password Human Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000318117	Royene Bate Help Desk	Application Vicky Marrelli	Password Human Services	Utah Master Directory Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000318130	Kyle Goudie Help Desk	Application Vicky Marrelli	Error Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000318136	Rebecca Limburg Metro B Help Desk	None Val Shepherd	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000318140	Blanca E Ascencio Help Desk	Application Brenda Treadway	Password Human Services	Utah Master Directory Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.20 0.64
INC000000318143	Jennifer Peterson Metro B Hosting	None Paul Seager	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000318145	Malcolm Sauque Metro B Hosting	PC/Laptop Paul Seager	Password Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000318151	Blanca E Ascencio Help Desk	Application Brenda Treadway	Password Human Services	Utah Master Directory Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.19 0.61
INC000000318152	Karen Sopher Metro B Help Desk	None Val Shepherd	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.16
INC000000318155	Siaifa Aho Help Desk	Application Brenda Treadway	Password Human Services	Utah Master Directory Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.12 0.12
INC000000318157	Jeanne Godfrey Metro B Help Desk	Network Val Shepherd	Incident Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000318162	Larry Mendez	None	None	None		TIR Missed:	No	TIR:	0.00
	Voice Operations	Annette Nielsen	Human Services	Medium	Resolved	TTR Missed:	No	TTR:	0.00
INC000000318163	Doreen Morgan	Application	None	ZENworks for Desktops		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000318165	Terry Anderson	None	None	None		TIR Missed:	No	TIR:	0.01
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.11
INC000000318171	Connie R Frandsen	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.73
INC000000318176	Steve Jay	Application	Password	Office of Recovery Services Inf		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000318206	Stephanie Valdez	Network	Incident	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000318209	Heather Wilson	Application	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000318221	Annette Perkins	Application	Password	RSA SecurID Software Token		TIR Missed:	No	TIR:	0.05
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.23
INC000000318228	Rick H Hansen	PC/Laptop	Password	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.02
INC000000318231	Terry Anderson	Application	Reporting	None		TIR Missed:	No	TIR:	0.09
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed:	No	TTR:	5.05
INC000000318243	Lesa Willhard	Application	Error	Utah Electronic Resource and E		TIR Missed:	No	TIR:	0.22
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.35
INC000000318246	Joye Downey	PC/Laptop	None	None		TIR Missed:	Yes	TIR:	2.48
	Metro B Desktop Support	Jay Locker	Human Services	Low	Resolved	TTR Missed:	No	TTR:	2.83
INC000000318254	Gloria Whitesides	Application	Error	Office of Recovery Services Inf		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.03
INC000000318258	David Melville	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.01
	Metro B Desktop Support	Michael Barth	Human Services	Low	Resolved	TTR Missed:	Yes	TTR:	15.52
INC000000318272	Rashelle Butcher	PC/Laptop	None	None		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Jay Locker	Human Services	Low	Resolved	TTR Missed:	Yes	TTR:	12.32
INC000000318281	Becky Gallegos	Application	None	Content Manager		TIR Missed:	No	TIR:	0.18
	Metro D Help Desk	Doug Brown	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.18
INC000000318286	Justina Flesher	None	None	None		TIR Missed:	No	TIR:	0.23
	Operations Production Control	Cal Brinton	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.23

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INC000000318296	Brianna Jones Metro B Help Desk	Network Janet Hongsyvilay	Error Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.19
INC000000318305	Danielle White Metro B Help Desk	Network Gary Graham	Password Human Services	None Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.22
INC000000318306	Christina Boddy Network Operations	None Kelli Okumura	None Human Services	IPCC Express Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.68 3.11
INC000000318315	Nancy Dunn Metro D North Desktop Support	None Lori Hartzell	None Human Services	None Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.33 0.33
INC000000318319	Arlene Call Metro B Desktop Support	PC/Laptop Annice Valdez	Hardware Human Services	None Low	Resolved TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.05 2.59
INC000000318325	Rochelle T Davis Help Desk	Mainframe Brenda Treadway	Password Human Services	BlueZone Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000318327	Marcie Valenzuela Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	Novell GroupWise Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03
INC000000318330	Susannah Burt Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	Microsoft Word Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.10 0.24
INC000000318333	Genie Keblis Metro B Help Desk	Network Gary Graham	Password Human Services	Novell Client for 32-bit Windows Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.03 0.10
INC000000318334	Tammy Samaniego Metro B Help Desk	Application Gary Graham	Error Human Services	None Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.01
INC000000318349	Sinaloa Tuiatua Help Desk	Network Brenda Treadway	Password Human Services	Novell Client for 32-bit Windows Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000318373	Garth Andrus Metro B Help Desk	PC/Laptop Gary Graham	Hardware Human Services	None Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03
INC000000318380	Jeri Boyle Metro B Help Desk	Application Gary Graham	Error Human Services	Microsoft Word Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.16 0.30
INC000000318384	Rashelle Butcher Metro B Help Desk	Application Janet Hongsyvilay	Password Human Services	Novell GroupWise Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.16 0.47
INC000000318386	Maria Hernandez Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	ZENworks for Desktops Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.14
INC000000318402	Andrea Dinsdale Metro D Help Desk	None Jed Patrick	None Human Services	None Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000318404	Laura Johnson Metro B Help Desk	Application Janet Hongsyvilay	Password Human Services	Utah Criminal Justice Informatio Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03

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INC000000318409	Jorden Czech Metro B Help Desk	Network Janet Hongsyvilay	None Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.13
INC000000318411	Brenda Barrus Help Desk	Application Brenda Treadway	Error Human Services	ZENworks for Desktops Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000318418	Deborah O'Dell Metro D North Desktop Support	None Kathleen Gill	None Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.04
INC000000318421	Mark Scott Metro B Help Desk	Network Gary Graham	Password Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
INC000000318425	Brenda Barrus Metro B Desktop Support	Network Jay Locker	Error Human Services	DB2 for Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.13 2.22
INC000000318461	Shawna Peterson Rural Central Desktop Support	PC/Laptop Robert Case	None Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.02 3.96
INC000000318464	Kolleen Fortner Metro D Help Desk	Network Doug Brown	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000318468	Shellie O Peterson Metro B Help Desk	None Janet Hongsyvilay	None Human Services	None Medium	TIR Missed: No TTR Missed: No	TIR: TTR:	0.19 1.08
INC000000318469	Violet Secrest Metro B Desktop Support	PC/Laptop Annice Valdez	Hardware Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.06 0.61
INC000000318483	David Melville Metro B Help Desk	Network Gary Graham	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.13 0.97
INC000000318484	Justina Flesher Metro B Help Desk	None Gary Graham	None Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.22 0.38
INC000000318487	Charles Bentley Metro B Desktop Support	None Austin Farey	None Human Services	None Low	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	1.63 7.45
INC000000318504	Melinda White Metro B Desktop Support	Application Cindy Reed	Reporting Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.74 5.00
INC000000318515	Shirley Bingham Metro B Help Desk	Print/Copy/Scan/Fax Val Shepherd	None Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.33
INC000000318516	Lindsay Harris Metro B Help Desk	Mainframe Val Shepherd	Password Human Services	BlueZone Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.11 0.36
INC000000318526	Angie Romero Metro C Help Desk	Mainframe Reed Stohel	Password Human Services	BlueZone Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000318531	Dawna Angus Metro B Help Desk	Print/Copy/Scan/Fax Janet Hongsyvilay	None Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.22

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INC000000318536	Angela Bleggi Voice Operations	Telecom Lois Schow	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.14 0.60
INC000000318544	Emee Drews Metro B Help Desk	Application Val Shepherd	Password Human Services	Citrix ICA Client Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.17 0.21
INC000000318551	Cheryl Sharp Metro B Desktop Support	PC/Laptop Annice Valdez	None Human Services	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.24 1.34
INC000000318565	Jennifer Stone Metro B Help Desk	Network Janet Hongsyvilay	Password Human Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.27 0.31
INC000000318574	Mechel Gibbs Metro B Help Desk	None Val Shepherd	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.17
INC000000318579	Sandra Sanduk Metro C Help Desk	None Reed Stohel	None Human Services	Utah Electronic Resource and E Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000318580	Daniel Musto Metro B Help Desk	Application Janet Hongsyvilay	Password Human Services	Citrix ICA Client Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.18 0.27
INC000000318584	Claire Mantonya Metro B Help Desk	Application Janet Hongsyvilay	Reporting Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.46 0.71
INC000000318585	Justina Flesher Operations Production Control	None Lorraine Morgan	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.20 0.31
INC000000318593	Jennifer A Morrill Metro B Help Desk	Network Val Shepherd	Error Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.51 0.54
INC000000318600	Maciel Perea Help Desk	Print/Copy/Scan/Fax Brenda Treadway	Queue Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000318601	Jerry Christensen Metro D Help Desk	Mainframe Jed Patrick	Password Human Services	BlueZone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000318609	Joan Charter Metro B Help Desk	Print/Copy/Scan/Fax Janet Hongsyvilay	Queue Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.01
INC000000318610	Justina Flesher Operations Production Control	None Lorraine Morgan	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.54 0.58
INC000000318611	Debbie Hyden Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	BlueZone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.18
INC000000318615	Alisha Carlson Metro B Help Desk	Application Val Shepherd	Error Human Services	ZENworks for Desktops Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.87
INC000000318625	Shirley Harding Metro B Help Desk	Network Gary Graham	Incident Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.20

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INC000000318626	David D Young Metro B Help Desk	Application Val Shepherd	Password Human Services	Citrix ICA Client Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.25 0.25
INC000000318630	Mel Castillo Metro B Help Desk	Mainframe Gary Graham	Error Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.16
INC000000318635	April Conti Metro B Help Desk	Application Val Shepherd	None Human Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000318641	Terry Anderson Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	Novell Messenger Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.11 0.24
INC000000318646	Denise Chandler Metro B Help Desk	Application Gary Graham	Reporting Human Services	SAFE Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08 1.03
INC000000318657	Rachel Burningham Metro B Help Desk	Application Val Shepherd	None Human Services	BlueZone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.13
INC000000318659	Deborah O'Dell Metro B Help Desk	Application Janet Hongsyvilay	Reporting Human Services	Cisco AnyConnect VPN Client Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.32 0.49
INC000000318660	Bart Mason Metro B Hosting	Network Justin Rasmussen	Incident Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08 0.08
INC000000318667	Ericka Turner Metro B Help Desk	Application Gary Graham	Error Human Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.86 1.15
INC000000318705	Judy M Halford Metro D Help Desk	Application Doug Brown	Error Human Services	SAFE Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000318718	Sandra Gustaveson Help Desk	Application Vicky Marrelli	Password Human Services	PGP Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000318735	Kolleen Fortner Metro B Help Desk	Network Val Shepherd	None Human Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.71 0.94
INC000000318755	Tammy Scarbrough Help Desk	Network Brenda Treadway	Password Human Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000318761	Desiree Steadman Metro B Help Desk	Application Janet Hongsyvilay	Password Human Services	DB2 for Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.68 1.03
INC000000318763	Jana Darling Metro B Help Desk	Mainframe Janet Hongsyvilay	Error Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03
INC000000318776	Stephanie Hernandez Metro B Help Desk	Application Val Shepherd	Password Human Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.66 1.01
INC000000318785	Gloria Beagley Metro B Help Desk	Network Gary Graham	Password Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.79

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INC000000318803	Ernest Cuatto	Network	Incident	None		TIR Missed:	No	TIR:	0.12
	Metro B Desktop Support	Michael Barth	Human Services	Low	Resolved	TTR Missed:	Yes	TTR:	10.32
INC000000318812	Nicholas Manookin	Application	Password	State Payroll Time Entry System		TIR Missed:	No	TIR:	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000318816	Julie Williams	Application	None	BlueZone		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.13
INC000000318817	Rochelle T Davis	Mainframe	Password	BlueZone		TIR Missed:	No	TIR:	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000318820	Rochelle T Davis	Application	Password	eFIND/eSHARE		TIR Missed:	No	TIR:	0.16
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.53
INC000000318844	Lorilee Snyder	Application	Reporting	RSA SecurID Software Token		TIR Missed:	No	TIR:	0.13
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.31
INC000000318845	Lisa Quistberg	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000318847	Rebecca Felt	Network	None	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Resolved	TTR Missed:	No	TTR:	1.08
INC000000318859	Terri Niederhauser	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000318862	Lisa Peek	None	None	Office of Recovery Services Infc		TIR Missed:	No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed:	No	TTR:	
INC000000318864	Mel Castillo	Application	None	Microsoft Excel		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.03
INC000000318869	Christina Boddy	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000318872	Delilah Thomas	None	None	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed:	No	TTR:	
INC000000318878	Justina Flesher	None	None	None		TIR Missed:	No	TIR:	0.21
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.23
INC000000318885	Tiffani Diamond	Print/Copy/Scan/Fax	Error Code	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Colin Bodkin	Human Services	Low	Resolved	TTR Missed:	No	TTR:	1.19
INC000000318887	Ashlee VanAllen	Application	Error	Microsoft PowerPoint		TIR Missed:	No	TIR:	0.44
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.49
INC000000318890	Vanessa Jarrell	Application	None	None		TIR Missed:	No	TIR:	0.43
	Metro C Desktop Support	Troy Buchanan	Human Services	Low	Resolved	TTR Missed:	No	TTR:	1.74

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INC000000318892	Diane Hannah Metro B Desktop Support	Print/Copy/Scan/Fax Cindy Reed	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.71 0.71
INC000000318894	Ashlee VanAllen Metro C Desktop Support	Print/Copy/Scan/Fax Troy Buchanan	Error Code Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.44 2.37
INC000000318896	Tom Sullivan Metro C Desktop Support	Application Troy Buchanan	Error Human Services	Microsoft Excel Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.42 2.40
INC000000318898	Michelle Cintron Metro C Desktop Support	PC/Laptop Troy Buchanan	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.42 9.61
INC000000318907	Joshua Shepherd Voice Operations	Telecom Annette Nielsen	Call/Receive Human Services	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.28 0.65
INC000000318912	Joshua Shepherd Voice Operations	Telecom Annette Nielsen	Call/Receive Human Services	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.22 0.69
INC000000318915	Diane Hannah Metro B Help Desk	Application Val Shepherd	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000318937	Jim Schwartz Metro B Help Desk	Application Gary Graham	Error Human Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.14 0.21
INC000000318944	Leelana Foster Rural Central Desktop Support	PC/Laptop Jay Barfuss	Password Human Services	PGP Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.79
INC000000318945	Staci Ghneim Application Services	Mobile Devices Dustin Crump	Error Human Services	Droid Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.86 0.86
INC000000318973	Justina Flesher Operations Production Control	None Lester Aoki	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08 0.28
INC000000318975	Justina Flesher Metro B Help Desk	Network Gary Graham	Incident Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03
INC000000318980	LuAnne Endres Help Desk	Application Vicky Marrelli	Error Human Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000318983	Justina Flesher Metro B Help Desk	Network Val Shepherd	Incident Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.17 0.19
INC000000319001	Nichol Tidwell Voice Operations	Telecom Lois Schow	Feature Human Services	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 0.12
INC000000319003	Rebel Smith Metro B Help Desk	Application Janet Hongsyvilay	Password Human Services	DB2 Query Management Facility Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.05
INC000000319055	Nicholas Manookin Metro B Help Desk	Application Gary Graham	Error Human Services	State Payroll Time Entry System Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.28 0.55

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INC000000319061	Maria Hernandez Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	ZENworks for Desktops Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.06
INC000000319063	Georgeia Wood Metro B Desktop Support	None Jay Locker	None Human Services	None Low	TIR Missed: Yes TTR Missed: No	TIR: TTR:	4.64 4.64
INC000000319066	Mark Brasher Metro B Desktop Support	Print/Copy/Scan/Fax Jay Locker	None Human Services	None Low	TIR Missed: Yes TTR Missed: No	TIR: TTR:	4.63 5.44
INC000000319086	Maciel Perea Metro B Help Desk	Print/Copy/Scan/Fax Janet Hongsyvilay	Queue Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.71
INC000000319129	Katie DeGroot Metro D Help Desk	Print/Copy/Scan/Fax Doug Brown	Queue Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000319138	Sandy Gibson Metro B Help Desk	None Janet Hongsyvilay	None Human Services	Office of Recovery Services Infoc Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.13 0.22
INC000000319146	Kathy Butt Metro B Help Desk	Mainframe Gary Graham	Error Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
INC000000319149	Gwynith Welch Metro D Help Desk	None Doug Brown	None Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000319167	Geneil Young Rural Central Desktop Support	Application Paul Petersen	None Human Services	SAFE Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.30
INC000000319175	Gail King Rural Central Desktop Support	Network Jay Barfuss	Incident Human Services	Microsoft Windows XP Professio Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.07
INC000000319178	Brenda Bowman Rural Central Desktop Support	Application Jay Barfuss	Error Human Services	SAFE Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.09
INC000000319184	Gaye Bluemel Metro B Help Desk	Network Janet Hongsyvilay	None Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.01
INC000000319185	Gaye Bluemel Metro B Help Desk	Network Janet Hongsyvilay	None Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.01
INC000000319209	Martin Meyer Rural Central Desktop Support	Application John Donaldson	Error Human Services	Utah Performance Management Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000319211	Colleen Garrett Rural Central Desktop Support	Application John Donaldson	Error Human Services	Novell GroupWise 32-bit Windo Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000319218	Traci Jones Metro B Help Desk	Application Val Shepherd	Error Human Services	ZENworks for Desktops Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000319221	Clayton Reed Rural Central Desktop Support	None Robert Case	None Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.24

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Human Services

INC000000319222	Lana Stohl	Network	Incident	Novell ConsoleOne	TIR Missed: No	TIR: 0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000319223	John LaCognata	Network	Incident	Novell ConsoleOne	TIR Missed: No	TIR: 0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000319224	Gaye Bluemel	Network	Incident	Novell ConsoleOne	TIR Missed: No	TIR: 0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000319225	Gaye Bluemel	Network	Incident	Novell ConsoleOne	TIR Missed: No	TIR: 0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000319226	Gaye Bluemel	Network	Incident	Novell ConsoleOne	TIR Missed: No	TIR: 0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000319227	Gaye Bluemel	Network	Incident	Novell ConsoleOne	TIR Missed: No	TIR: 0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000319228	Delayne Heinhold	None	None	None	TIR Missed: No	TIR: 0.40
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.40
INC000000319229	Chris Wride	None	None	None	TIR Missed: No	TIR: 0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000319230	Kris Piz	Mainframe	Password	BlueZone	TIR Missed: No	TIR: 0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000319231	Lynn Parkin	Application	None	RSA SecurID Software Token	TIR Missed: No	TIR: 0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000319240	Terry Anderson	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR: 0.00
Help Desk	Brenda Treadway	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000319241	Lesa Willhard	Application	None	Utah Electronic Resource and E	TIR Missed: No	TIR: 0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000319243	Shelly Dewitt	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000319248	Lisa Martinez	Telecom	Voice Mail	Telephone	TIR Missed: No	TIR: 0.06
Voice Operations	Lois Schow	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.18
INC000000319252	Clarissa Blackmer	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.03
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.07
INC000000319265	Cyndi Cox	Application	None	PGP	TIR Missed: No	TIR: 0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000319271	Sharon Timmons	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.44

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INC000000319282	Bart Mason Metro B Help Desk	Application Val Shepherd	None Human Services	DB2 Query Management Facility Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000319292	Susan Hendy Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	Microsoft Access Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.31 0.40
INC000000319293	Amber McCoy Metro B Help Desk	Application Val Shepherd	None Human Services	Utah Electronic Resource and E Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000319308	Charlene Nelson Rural Central Desktop Support	PC/Laptop Paul Petersen	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 3.88
INC000000319317	Pat Peterson Metro B Help Desk	PC/Laptop Val Shepherd	Performance Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.24 0.54
INC000000319318	Jan Fryer Metro B Help Desk	None Val Shepherd	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.15
INC000000319323	Marla Mathisen Metro B Help Desk	Application Janet Hongsyvilay	Password Human Services	Utah Criminal Justice Informatio Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03
INC000000319335	Tylean Peck Help Desk	Network Brenda Treadway	Password Human Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000319348	Sheryl St Clair Rural Central Desktop Support	PC/Laptop Paul Petersen	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 4.01
INC000000319376	Craig L Povey Metro B Desktop Support	Network Bill Crowther	Password Human Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.03 1.14
INC000000319384	Jill Bell Voice Operations	Telecom Annette Nielsen	Call/Receive Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.61 4.13
INC000000319389	Vicki Altomare Metro B Help Desk	Application Val Shepherd	Error Human Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.15 0.60
INC000000319409	Lee Ann Whitaker Metro B Desktop Support	Storage Tom Hanson	Stand Alone Human Services	None Low	Resolved	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.31 9.26
INC000000319418	Sherry Tenney Metro B Help Desk	Storage Val Shepherd	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000319426	David Melville Metro B Desktop Support	Application Michael Barth	Password Human Services	ZENworks for Desktops Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.18 3.41
INC000000319427	Joshua Bytendorp Metro B Help Desk	Network Janet Hongsyvilay	Error Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.11 0.33
INC000000319428	Angela Schmith Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.18 0.64

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Human Services

INC000000319433	Elizabeth Sollis	Application	Password	PGP		TIR Missed: No	TIR: 0.00
Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00	
INC000000319436	Elizabeth Sollis	Application	Password	ZENworks for Desktops		TIR Missed: No	TIR: 0.20
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.82	
INC000000319437	Denise Fairbourn	None	None	None		TIR Missed: No	TIR: 0.05
Metro B Hosting	Justin Rasmussen	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.07	
INC000000319458	Eric Hanson	Application	Reporting	DB2 Query Management Facility		TIR Missed: No	TIR: 0.72
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	TTR: 1.43	
INC000000319460	Sharon Timmons	Application	None	Computerized Unemployment B		TIR Missed: Yes	TIR: 1.48
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	TTR: 1.73	
INC000000319480	Tricia Jones-Parkin	Application	Password	PGP		TIR Missed: No	TIR: 0.00
Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00	
INC000000319494	Jeri Boyle	None	None	None		TIR Missed: No	TIR: 0.00
Operations Production Control	Christie Burnham	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00	
INC000000319496	Jeri Boyle	None	None	None		TIR Missed: No	TIR: 0.00
Operations Production Control	Christie Burnham	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00	
INC000000319512	Deborah O'Dell	PC/Laptop	Error	None		TIR Missed: No	TIR: 0.09
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.23	
INC000000319515	Christopher Stock	Application	Error	Novell GroupWise		TIR Missed: Yes	TIR: 1.43
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	TTR: 1.79	
INC000000319518	Karin Raso	None	None	eFIND/eSHARE		TIR Missed: No	TIR: 0.00
Metro C Help Desk	Ross Owen	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00	
INC000000319523	Mel Castillo	None	None	None		TIR Missed: No	TIR: 0.00
Operations Production Control	Christie Burnham	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00	
INC000000319555	Johnathan Rowley	Network	None	None		TIR Missed: No	TIR: 0.54
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.63	
INC000000319559	Linda Taylor	Network	Password	Novell Client for 32-bit Windows		TIR Missed: Yes	TIR: 1.02
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR: 1.10	
INC000000319562	Shellie O Peterson	Application	None	DB2 Query Management Facility		TIR Missed: No	TIR: 0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.06	
INC000000319563	Kolleen Fortner	Application	Password	None		TIR Missed: No	TIR: 0.00
Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00	
INC000000319569	Johnathan Rowley	PC/Laptop	Error	Microsoft Word		TIR Missed: Yes	TIR: 1.06
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR: 1.47	

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INC000000319571	James Acree	Application	Password	Citrix ICA Client		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000319576	Narine Aleksanyan	Print/Copy/Scan/Fax	None	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000319585	Betty Meyer	PC/Laptop	Performance	None		TIR Missed:	No	TIR:	0.20
	Metro D North Desktop Support	Lori Hartzell	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.20
INC000000319589	Jana Gierisch	Application	Error	Novell GroupWise		TIR Missed:	No	TIR:	0.89
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed:	No	TTR:	1.37
INC000000319593	Jolene Dalley-Waters	Application	None	Novell Messenger		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.27
INC000000319598	Jill Colvin	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.15
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed:	No	TTR:	1.62
INC000000319608	Bart Mason	Application	Password	DB2 Query Management Facility		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000319622	Rebecca Monsen	Network	Error	None		TIR Missed:	Yes	TIR:	1.16
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed:	No	TTR:	1.22
INC000000319625	Christina Boddy	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed:	No	TTR:	4.79
INC000000319633	Ed Conley	Application	Reporting	Utah Cares		TIR Missed:	Yes	TIR:	1.20
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed:	No	TTR:	1.30
INC000000319635	Emilee Moon	Application	None	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.97
INC000000319637	Leslee Butterfield	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.12
INC000000319653	Nancy Beardall	Application	Password	DB2 Query Management Facility		TIR Missed:	No	TIR:	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000319675	Stephanie Hovat	Application	None	BlueZone		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000319685	Mike Pickett	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000319695	Mike Pickett	Application	Error	Citrix ICA Client		TIR Missed:	No	TIR:	0.94
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.97
INC000000319696	Joseph Harmon	Application	Error	None		TIR Missed:	No	TIR:	0.12
	Metro B Desktop Support	Jay Locker	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.81

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INC000000319708	Daniel Musto	Application	Error	ZENworks for Desktops	TIR Missed: No	TIR: 0.87
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Resolved	TTR Missed: No	TTR: 4.59
INC000000319709	Kristin Midyett	Application	Password	Novell GroupWise	TIR Missed: No	TIR: 0.89
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Resolved	TTR Missed: No	TTR: 0.94
INC000000319720	Linda Taylor	Application	Password	Citrix ICA Client	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000319731	Dinah Weldon	Network	Error	None	TIR Missed: No	TIR: 0.74
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Resolved	TTR Missed: No	TTR: 0.77
INC000000319732	Marc Anson	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR: 0.31
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	TTR: 1.76
INC000000319742	Lisa D Evans	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Ruston McKay	Human Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000319745	Andrea Curtis	None	None	None	TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Ruston McKay	Human Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000319760	Stephanie Quintana	None	None	Office of Recovery Services Inf	TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Ruston McKay	Human Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000319765	Melissa Black	None	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Ruston McKay	Human Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000319770	Greg Dunn	Network	Password	None	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	TTR: 0.02
INC000000319772	Cyndi Cox	Application	None	IPCC Express	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Resolved	TTR Missed: No	TTR: 0.08
INC000000319780	Joshua Whitesides	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Ruston McKay	Human Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000319782	Mechel Gibbs	None	None	Adobe Acrobat	TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Ruston McKay	Human Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000319784	Rebel Smith	None	None	Novell GroupWise	TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Ruston McKay	Human Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000319791	Stephanie Bezyack	None	None	Office of Recovery Services Inf	TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Ruston McKay	Human Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000319794	Glenn Barrow	None	None	Office of Recovery Services Inf	TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Ruston McKay	Human Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000319803	Justina Flesher	Application	None	DB2 Query Management Facilit	TIR Missed: No	TIR: 0.16
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Resolved	TTR Missed: Yes	TTR: 7.72

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INC000000319804	Marty Robins	None	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Ruston McKay	Human Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000319807	Joe Reese	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Help Desk	Vicky Marrelli	Human Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000319810	Kathy Anderson	None	None	Adobe Acrobat	TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Ruston McKay	Human Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000319826	LaRissa F Adams	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Help Desk	Brenda Treadway	Human Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000319829	Thomas Smith	None	None	None	TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Michael Barth	Human Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000319831	Deborah O'Dell	Network	None	None	TIR Missed: No	TIR: 0.00
	Metro C Help Desk	Chuck Wilson	Human Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000319835	Julie Williams	None	None	Content Manager	TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Ruston McKay	Human Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000319838	Melanie Rasmussen	None	None	Office of Recovery Services Infoc	TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Ruston McKay	Human Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000319843	Susie Prince	Application	Error	None	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	TTR: 0.15
INC000000319858	Monica Kitchens	Application	Reporting	None	TIR Missed: No	TIR: 0.41
	Metro C Desktop Support	Troy Buchanan	Human Services	Low Resolved	TTR Missed: No	TTR: 1.40
INC000000319874	Joshua Bytendorp	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.07
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	TTR: 0.82
INC000000319881	Mark Brasher	Application	None	None	TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Jay Locker	Human Services	Low Resolved	TTR Missed: No	TTR: 2.39
INC000000319884	Cristy Davis	Mainframe	Error	None	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	TTR: 0.04
INC000000319892	Morgan Earley	PC/Laptop	Hardware	Microsoft Windows XP Professio	TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Ryan Casey	Human Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000319908	Ken McCauley	Network	Incident	None	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000319926	Brenda Fotheringham	PC/Laptop	None	None	TIR Missed: No	TIR: 0.73
	Metro D North Desktop Support	Ruston McKay	Human Services	Low Resolved	TTR Missed: No	TTR: 1.81
INC000000319937	Jorden Czech	Network	Incident	Novell ConsoleOne	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	TTR: 0.00

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INC000000319972	Carlos Sylvanstoke	None	None	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000319977	Loretta Galvan	None	None	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000319979	Michelle Main	Application	None	Novell GroupWise		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.69
INC000000319982	Susan Mories	None	None	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000319986	Kali Holliday	Application	None	Novell GroupWise		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000319999	Narine Aleksanyan	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.44
INC000000320005	Justina Flesher	None	None	None		TIR Missed:	No	TIR:	0.39
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.60
INC000000320008	Jose Castillo	Application	None	ZENworks for Desktops		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	TTR:	1.05
INC000000320011	Pam Lee	None	None	None		TIR Missed:	No	TIR:	0.00
	Application Support	Justin Rasmussen	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.02
INC000000320018	Stephen Arnold	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.00
	Metro C Help Desk	Chuck Wilson	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000320024	Justina Flesher	None	None	None		TIR Missed:	No	TIR:	0.13
	Operations Production Control	Lorraine Morgan	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.16
INC000000320041	Zachary W Gillespie	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.60
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.93
INC000000320042	Narine Aleksanyan	Application	None	Novell GroupWise		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.41
INC000000320055	Dorie Farah	Network	None	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.06
INC000000320077	Susan Riggs	Application	Error	Utah Criminal Justice Informatio		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.03
INC000000320089	Marc Anson	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000320127	Justina Flesher	Network	Incident	Novell ConsoleOne		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00

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INC000000320129	Marc Anson	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.12
INC000000320153	Mo Schannon	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.03
INC000000320206	Darren Beal	Network	Incident	Novell ConsoleOne		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000320217	Marci Brady	PC/Laptop	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Jay Locker	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.24
INC000000320250	Lydia Velasquez	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.13
	Help Desk	James Stearns	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.13
INC000000320263	Gaye Bluemel	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.04
INC000000320281	Kimberly Buck	Application	Password	Utah Master Directory		TIR Missed: No	TIR: 0.03
	Help Desk	Brenda Treadway	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.13
INC000000320297	Kevin Koons	PC/Laptop	None	None		TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Lori Hartzell	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000320300	Kelly R Anderson	Mobile Devices	Error	BlackBerry Configuration		TIR Missed: No	TIR: 0.29
	Help Desk	Eileen Dubach	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.56
INC000000320362	Tausoa Snead	Application	Password	Utah Master Directory		TIR Missed: No	TIR: 0.00
	Help Desk	James Stearns	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000320363	Gaye Bluemel	Network	Incident	Novell ConsoleOne		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000320364	Gaye Bluemel	Network	Incident	Novell ConsoleOne		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000320365	Gaye Bluemel	Network	Incident	Novell ConsoleOne		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000320366	Gaye Bluemel	Network	Incident	Novell ConsoleOne		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000320367	Gaye Bluemel	Network	Incident	Novell ConsoleOne		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000320368	Paul Cloward	Network	Incident	Novell ConsoleOne		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000320369	Gaye Bluemel	Network	Incident	Novell ConsoleOne		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00

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INC000000320370	Gaye Bluemel Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell ConsoleOne Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000320371	Gaye Bluemel Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell ConsoleOne Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000320372	Gaye Bluemel Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell ConsoleOne Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000320373	Gaye Bluemel Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell ConsoleOne Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000320374	Gaye Bluemel Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell ConsoleOne Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000320375	Gaye Bluemel Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell ConsoleOne Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000320376	Gaye Bluemel Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell ConsoleOne Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000320378	Diane Hannah Metro B Help Desk	PC/Laptop Val Shepherd	Performance Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000320379	Christine Banister Metro B Help Desk	None Janet Hongsyvilay	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.21
INC000000320381	Kristy Bloomer Metro B Help Desk	Application Val Shepherd	None Human Services	BlueZone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000320391	Mary Ferrell Metro B Help Desk	Application Val Shepherd	None Human Services	Utah Works Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000320393	Sherri Hernandez Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.31 0.63
INC000000320401	Tammy Knight Metro B Help Desk	Application Val Shepherd	None Human Services	ZENworks for Desktops Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.20
INC000000320430	Tami Jensen-Rivera Metro B Help Desk	Application Val Shepherd	Error Human Services	SAFE Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.13 0.57
INC000000320431	Gunnar Jorgensen Help Desk	Network Brenda Treadway	Password Human Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000320444	Kathy Tollett Metro B Help Desk	Application Val Shepherd	None Human Services	ZENworks for Desktops Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000320449	Brenda Fotheringham Metro D North Desktop Support	None Ruston McKay	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000320458	Mechel Gibbs Metro B Desktop Support	Print/Copy/Scan/Fax Annice Valdez	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.06 1.65
INC000000320461	Kathy Maxfield Metro B Help Desk	Application Janet Hongsyvilay	Password Human Services	DB2 Query Management Facilit Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
INC000000320463	Jolene Durrant Rural Central Desktop Support	Application Paul Petersen	None Human Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.45
INC000000320466	Liz Murphy Help Desk	PC/Laptop Brenda Treadway	Error Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.06
INC000000320475	Tammy Knight Metro B Help Desk	Application Gary Graham	Error Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03
INC000000320479	Joy Stover Metro B Help Desk	Network Val Shepherd	Password Human Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.19 0.42
INC000000320480	Julia K Johnson Metro B Help Desk	Application Gary Graham	Error Human Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.28 0.53
INC000000320488	Carol Niehus Metro B Help Desk	Application Janet Hongsyvilay	Reporting Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.56 1.07
INC000000320495	Joshua Bytendorp Metro B Help Desk	Network Gary Graham	Password Human Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.43 0.58
INC000000320506	Phyllis Rogerson Metro B Help Desk	Application Val Shepherd	Password Human Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000320512	Paula Nelson Metro B Help Desk	None Gary Graham	None Human Services	Utah Electronic Resource and E Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.27 3.27
INC000000320528	Corrie Miera Metro B Help Desk	Application Val Shepherd	None Human Services	Content Manager Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000320531	Joni Lance Metro B Help Desk	Application Val Shepherd	Password Human Services	Utah Master Directory Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000320546	Cassandra Weyburn Metro D Help Desk	None Doug Brown	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000320549	Ruth Hauser Metro B Help Desk	Application Val Shepherd	Error Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.18 0.45
INC000000320552	Janice Oswald Help Desk	Application Brenda Treadway	Error Human Services	State Payroll Time Entry System Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.19
INC000000320563	Tristine Toyn Metro B Help Desk	PC/Laptop Janet Hongsyvilay	Password Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.19 0.22

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INC000000320564	Chris Wride	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.00
Help Desk		James Stearns	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000320580	Debra Briggs	Application	Error	Unified Social Services Delivery		TIR Missed:	No	TIR:	0.23
Metro B Help Desk		Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed:	No	TTR:	5.61
INC000000320584	Kay Layton	None	None	Novell GroupWise		TIR Missed:	No	TIR:	0.67
Metro B Desktop Support		Annice Valdez	Human Services	Low	Resolved	TTR Missed:	No	TTR:	1.69
INC000000320590	Douglas Crockett	Mainframe	Error	None		TIR Missed:	No	TIR:	0.00
Metro B Help Desk		Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.03
INC000000320593	Sherry Tenney	PC/Laptop	Hardware	None		TIR Missed:	Yes	TIR:	2.58
Metro B Desktop Support		Michael Barth	Human Services	Low	Resolved	TTR Missed:	Yes	TTR:	9.08
INC000000320594	Deborah O'Dell	Network	Error	None		TIR Missed:	No	TIR:	0.44
Metro B Help Desk		Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed:	No	TTR:	1.24
INC000000320602	Janice Oswald	Application	Error	State Payroll Time Entry System		TIR Missed:	No	TIR:	0.77
Metro B Help Desk		Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	TTR:	1.67
INC000000320610	Kathy Anderson	Application	Error	Office of Recovery Services Infoc		TIR Missed:	Yes	TIR:	1.10
Metro B Help Desk		Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed:	No	TTR:	1.21
INC000000320619	Valene Tuttle	Network	None	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
Metro B Help Desk		Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.04
INC000000320625	Michael Blakey	Network	None	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
Metro B Help Desk		Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.02
INC000000320630	Michael Blakey	Network	None	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
Metro B Help Desk		Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.01
INC000000320654	Cassandra Weyburn	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
Help Desk		Brenda Treadway	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000320660	Jeanine Taylor	Telecom	Dial Tone	Telephone		TIR Missed:	No	TIR:	0.61
Voice Operations		Annette Nielsen	Human Services	Low	Resolved	TTR Missed:	No	TTR:	1.39
INC000000320681	Alice Garceau	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.53
Metro D North Desktop Support		Lori Hartzell	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.91
INC000000320694	Justina Flesher	None	None	None		TIR Missed:	No	TIR:	0.00
Operations Production Control		Lorraine Morgan	Human Services	Low	Resolved	TTR Missed:	No	TTR:	
INC000000320711	Julia Kolovich	Application	Error	RSA SecurID Software Token		TIR Missed:	No	TIR:	0.04
Metro B Help Desk		Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.29
INC000000320715	Anita Geloff	Application	Error	Internet Explorer		TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support		Jeremy Standifird	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.08

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INC000000320721	Jilenne Gunther	None	None	None		TIR Missed:	No	TIR:	0.00
Help Desk	Brenda Treadway	Human Services	Low	Resolved		TTR Missed:	No	TTR:	0.00
INC000000320724	Paula May	Application	Error	None		TIR Missed:	No	TIR:	0.12
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved		TTR Missed:	No	TTR:	0.22
INC000000320727	Rusty Hendrickson	Application	Error	PGP		TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support	Jeremy Standifird	Human Services	Low	Resolved		TTR Missed:	No	TTR:	0.85
INC000000320728	Bernie Pacheco	Application	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
Help Desk	Vicky Marrelli	Human Services	Low	Resolved		TTR Missed:	No	TTR:	0.00
INC000000320740	Pat Bates	Mainframe	Password	None		TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved		TTR Missed:	No	TTR:	0.39
INC000000320752	Scott Jacobson	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
Help Desk	Brenda Treadway	Human Services	Low	Resolved		TTR Missed:	No	TTR:	0.00
INC000000320759	Judy Mccorristin	Telecom	Dial Tone	None		TIR Missed:	No	TIR:	0.28
Voice Operations	Kelly Johnson	Human Services	Low	Resolved		TTR Missed:	No	TTR:	0.38
INC000000320768	Vickki Carver	Network	Incident	None		TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved		TTR Missed:	No	TTR:	0.08
INC000000320778	Jim Bright	Network	Error	None		TIR Missed:	Yes	TIR:	1.57
Metro B Hosting	Paul Seager	Human Services	Low	Resolved		TTR Missed:	No	TTR:	1.62
INC000000320780	Salvador Mendez	Telecom	Hardware	Telephone		TIR Missed:	No	TIR:	0.08
Voice Operations	Annette Nielsen	Human Services	Low	Resolved		TTR Missed:	No	TTR:	0.14
INC000000320784	Barbara Jones	Application	Error	ZENworks for Desktops		TIR Missed:	No	TIR:	0.11
Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved		TTR Missed:	No	TTR:	5.18
INC000000320804	Chris Wride	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.00
Help Desk	Brenda Treadway	Human Services	Low	Resolved		TTR Missed:	No	TTR:	0.00
INC000000320805	Justina Flesher	None	None	None		TIR Missed:	No	TIR:	0.72
Operations Production Control	Lorraine Morgan	Human Services	Low	Resolved		TTR Missed:	No	TTR:	0.72
INC000000320808	Justina Flesher	None	None	None		TIR Missed:	No	TIR:	0.66
Operations Production Control	Lorraine Morgan	Human Services	Low	Resolved		TTR Missed:	No	TTR:	0.66
INC000000320820	Dinah Weldon	Network	Error	None		TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved		TTR Missed:	No	TTR:	0.08
INC000000320840	Chris Wride	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.00
Help Desk	Brenda Treadway	Human Services	Low	Resolved		TTR Missed:	No	TTR:	0.00
INC000000320842	Danielle White	Mainframe	Error	None		TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved		TTR Missed:	No	TTR:	0.03

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INC000000320851	Danette L Larsen Metro B Help Desk	Network Val Shepherd	Error Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.05 1.36
INC000000320876	Lee Castillo Metro B Help Desk	Network Gary Graham	Error Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.06 0.42
INC000000320891	Cherri Joy Metro B Help Desk	Network Val Shepherd	Error Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.14 0.53
INC000000320893	Jaffa Solomon Metro D Help Desk	Network Doug Brown	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000320904	Gordon Allison Rural Central Desktop Support	PC/Laptop Troy Morris	Hardware Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.74
INC000000320909	Sharon Timmons Metro B Help Desk	Application Val Shepherd	Password Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.54
INC000000320932	Vickie Nelson Help Desk	Application Vicky Marrelli	Error Human Services	Finance Data Warehouse Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000320942	Denise Bradshaw Rural South Desktop Support	Print/Copy/Scan/Fax Doug Chaston	Queue Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000320954	Matthew Froelich Rural Central Desktop Support	Network Paul Petersen	None Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.27
INC000000320956	Justina Flesher Metro B Help Desk	None Val Shepherd	None Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.20 0.28
INC000000320961	Mike Derbidge Metro B Help Desk	None Janet Hongsyvilay	None Human Services	Office of Recovery Services Infoc Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.04 0.08
INC000000320969	Chris Wride Help Desk	Print/Copy/Scan/Fax Brenda Treadway	Queue Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000320979	Lani Busk Help Desk	Application James Stearns	Password Human Services	Utah Master Directory Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08 0.09
INC000000320998	Donna Jordan Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	Adobe Acrobat Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.23 0.55
INC000000321008	Justina Flesher Operations Production Control	None Lorraine Morgan	None Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.06 0.69
INC000000321010	Kathy Wilcox Help Desk	Print/Copy/Scan/Fax Eileen Dubach	Queue Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000321020	Mary Burgener Metro B Help Desk	Mainframe Val Shepherd	Password Human Services	BlueZone Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000321033	Vincent Price Rural Central Desktop Support	PC/Laptop Robert Case	Hardware Human Services	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.25 1.25
INC000000321051	Lydia Velasquez Metro B Desktop Support	Application Michael Barth	Reporting Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 2.06
INC000000321056	Diane Bradford Metro B Help Desk	PC/Laptop Janet Hongsyvilay	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 0.24
INC000000321057	Bryan Clark Metro B Help Desk	Network Gary Graham	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 0.90
INC000000321062	Justina Flesher Metro B Help Desk	None Val Shepherd	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.25 0.25
INC000000321072	Angela Schmith Metro D Help Desk	Mainframe Jed Patrick	Password Human Services	BlueZone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000321079	Katie DeGroot Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	BlueZone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.07
INC000000321080	Denise Bradshaw Application Services	Application Martin Gonzalez	Error Human Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.29 5.58
INC000000321090	Joseph Gable Metro B Help Desk	Application Janet Hongsyvilay	Password Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08 0.46
INC000000321099	Barbara Ruff Help Desk	Print/Copy/Scan/Fax Brenda Treadway	Queue Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000321107	Dorie Farah Metro C Help Desk	None Chuck Wilson	None Human Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000321109	Scott Munden Metro B Help Desk	Application Janet Hongsyvilay	Reporting Human Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.32 0.35
INC000000321110	Isileli Faletau Metro C Desktop Support	PC/Laptop Troy Buchanan	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.17
INC000000321112	Michelle Cintron Metro C Desktop Support	Print/Copy/Scan/Fax Troy Buchanan	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.24
INC000000321123	Lydia Velasquez Metro B Help Desk	PC/Laptop Gary Graham	Hardware Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.12
INC000000321139	Paula May Metro D Help Desk	Network Doug Brown	Password Human Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000321147	Alice Garceau Metro B Help Desk	Application Gary Graham	Error Human Services	SAFE Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.06 0.19

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INC000000321156	Aubrey Garff Metro D Help Desk	Network Doug Brown	Password Human Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000321168	Rebecca Mullan Metro B Help Desk	Mainframe Gary Graham	Error Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
INC000000321178	Joanne Smuin Rural Central Desktop Support	Network Colin Bodkin	Error Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.35
INC000000321181	Kathy Wanlass Rural Central Desktop Support	PC/Laptop John Donaldson	Hardware Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000321192	Spencer Hall Rural Central Desktop Support	Network John Donaldson	Password Human Services	Novell eDirectory Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000321196	Sandy Baxter Rural Central Desktop Support	Network John Donaldson	Password Human Services	Novell eDirectory Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000321203	Michael Raddatz Rural Central Desktop Support	Network John Donaldson	Incident Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000321205	Scott Roudabush Rural Central Desktop Support	Network John Donaldson	Incident Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000321206	Brian Koralewski Voice/Data/WAN Services	Telecom Art Scott	CrossTalk/Noise/Static Human Services	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.63 0.63
INC000000321209	Tracy Hart Metro D North Desktop Support	Application Lori Hartzell	Error Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000321211	Scott Roudabush Rural Central Desktop Support	Network John Donaldson	Incident Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000321212	Ryan Walters Metro B Help Desk	Print/Copy/Scan/Fax Janet Hongsvilay	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03
INC000000321217	Sandra Bonivert Rural Central Desktop Support	Application John Donaldson	Error Human Services	ZENworks for Desktops Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000321222	Eliana Downing Rural Central Desktop Support	PC/Laptop Ron LeBaron	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.17
INC000000321225	Trish Jensen Rural Central Desktop Support	PC/Laptop Ron LeBaron	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.04 0.04
INC000000321227	Zeljka Sudar Metro B Desktop Support	PC/Laptop Jay Locker	Hardware Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.90 1.09
INC000000321228	Tricia Jones-Parkin Metro B Help Desk	Application Gary Graham	Password Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.11

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INC000000321242	Jocelyn Terrill	None	None	None		TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Lori Hartzell	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.52
INC000000321244	Darren Beal	Application	None	RSA SecurID Software Token		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000321250	Carrie Armbruster	Application	Error	Internet Explorer		TIR Missed: No	TIR: 0.00
	Metro D Help Desk	John Robinson	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000321253	Jocelyn Terrill	Application	Password	Medicaid Managed Care System		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000321271	Lori Jones	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000321286	Gaye Bluemel	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.02
INC000000321304	Gaye Bluemel	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.02
INC000000321306	Gaye Bluemel	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.12
INC000000321312	Paula Nelson	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.03
INC000000321316	Sherry Tenney	PC/Laptop	Performance	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.03
INC000000321323	Gaye Bluemel	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.02
INC000000321325	Gaye Bluemel	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.02
INC000000321337	Sherri Hernandez	Application	Error	ZENworks for Desktops		TIR Missed: No	TIR: 0.36
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.95
INC000000321340	Gaye Bluemel	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.02
INC000000321347	Liz Wing	Application	None	PGP		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.62
INC000000321368	Sean C Woodland	Application	Reporting	Echart		TIR Missed: No	TIR: 0.53
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.57
INC000000321373	Julia K Johnson	Network	Performance	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.04

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INC000000321381	Sean T Orton Voice Operations	Telecom Annette Nielsen	Voice Mail Human Services	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.20 0.20
INC000000321393	Heather Casutt Metro C Help Desk	Print/Copy/Scan/Fax Ross Owen	Queue Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000321400	Preston Freitas Metro B Desktop Support	PC/Laptop Annice Valdez	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.16 0.66
INC000000321405	Nickie Stocks Metro B Help Desk	Network Gary Graham	Password Human Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.25 0.34
INC000000321424	Elena Lane Help Desk	Application Vicky Marrelli	Password Human Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000321435	Lynn Whitman Rural Central Desktop Support	Network Jay Barfuss	Password Human Services	IManager Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.34
INC000000321449	Karen Fronk Metro B Help Desk	Application Janet Hongsyvilay	Password Human Services	Citrix ICA Client Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.09
INC000000321452	Daniel Nuttall Metro B Help Desk	Network Janet Hongsyvilay	None Human Services	SAFE Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.13 0.19
INC000000321454	Paula May Metro B Help Desk	Application Val Shepherd	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.16 0.28
INC000000321455	Catherine Taylor Metro B Help Desk	Application Janet Hongsyvilay	Password Human Services	DB2 Query Management Facility Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.06
INC000000321459	Gaye Bluemel Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell ConsoleOne Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000321470	Susie Prince Metro B Help Desk	PC/Laptop Gary Graham	Error Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.06
INC000000321476	Morgan Earley Metro B Help Desk	Application Gary Graham	Password Human Services	SAFE Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 0.15
INC000000321481	Tamara Ray Voice Operations	Telecom Annette Nielsen	Dial Tone Human Services	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 0.12
INC000000321482	Alecia Stoker Help Desk	Application Vicky Marrelli	Password Human Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.14
INC000000321484	Lory Pond Help Desk	Print/Copy/Scan/Fax Vicky Marrelli	Queue Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000321515	Patricia Davis Metro B Help Desk	Mainframe Gary Graham	Error Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.04

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INC000000321516	Laurieann Thorpe Metro B Help Desk	Network Gary Graham	Virus Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.03 0.59
INC000000321532	Bart Mason Metro B Desktop Support	Application Jay Locker	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.03 2.03
INC000000321545	Deanna Woodard Metro B Help Desk	Application Janet Hongsyvilay	Reporting Human Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.11 0.21
INC000000321614	Mario Ramos Metro B Help Desk	Mainframe Gary Graham	Error Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.06
INC000000321617	Naomi Curiel Metro B Help Desk	PC/Laptop Gary Graham	Password Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.05
INC000000321659	Paula Nelson Metro B Help Desk	Network Janet Hongsyvilay	None Human Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.08
INC000000321664	Carolyn Barrett Metro A Desktop Support	Application Mike Wilde	Error Human Services	Microsoft Office 2003 Professior Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000321665	Bernice Chesnut Help Desk	Network Brenda Treadway	Password Human Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000321669	Boyd J Grover Metro B Help Desk	Application Val Shepherd	Reporting Human Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000321718	Paula Nelson Metro B Help Desk	Network Janet Hongsyvilay	None Human Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.12
INC000000321739	Megan Porter Rural Central Desktop Support	Application Paul Petersen	None Human Services	Novell Messenger Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 3.07
INC000000321755	Charlynn Begay Rural Central Desktop Support	None Troy Morris	None Human Services	PGP Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.06
INC000000321756	Kyle Goudie Metro D Help Desk	Application Doug Brown	Error Human Services	Internet Explorer Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000321758	Patsy Hancock Rural Central Desktop Support	PC/Laptop Robert Case	Hardware Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 1.74
INC000000321761	Rebel Smith Metro D North Desktop Support	Print/Copy/Scan/Fax Ruston McKay	Queue Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000321763	Jeffery Schofield Metro D North Desktop Support	None Ruston McKay	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000321773	Lennie Knowlton Metro B Help Desk	Network Val Shepherd	Password Human Services	Citrix ICA Client Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.05 0.35

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INC000000321774	Holly Freestone	None	None	Office of Recovery Services Inf	TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Ruston McKay	Human Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000321780	Maria Ramirez	Print/Copy/Scan/Fax	None	None	TIR Missed: No	TIR: 0.03
	Rural Central Desktop Support	Robert Case	Human Services	Low Resolved	TTR Missed: No	TTR: 1.73
INC000000321783	Leslie Howell	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000321807	Sandy Gibson	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Ruston McKay	Human Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000321808	Loie Hanson	None	None	None	TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Ruston McKay	Human Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000321813	Stephanie Bezyack	None	None	Office of Recovery Services Inf	TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Ruston McKay	Human Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000321816	Donelle Clements	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Ruston McKay	Human Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000321817	Celeste LaBorde	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000321820	Delilah Thomas	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Ruston McKay	Human Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000321822	Ronda Jones	None	None	None	TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Ruston McKay	Human Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000321837	Judith Jensen	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	TTR: 0.03
INC000000321842	Janie Lopez	None	None	PGP	TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Ruston McKay	Human Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000321848	Debbie Stevens	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Ruston McKay	Human Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000321849	Christina Boddy	None	None	RSA SecurID Software Token	TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Ruston McKay	Human Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000321877	Laura Clark	Wireless Connectivity	Error	None	TIR Missed: No	TIR: 0.11
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	TTR: 0.36
INC000000321887	Celeste LaBorde	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR: 0.00
	Metro D Help Desk	Doug Brown	Human Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000321928	John Penney	Telecom	Area Code	None	TIR Missed: No	TIR: 0.15
	Voice Operations	Gail Christiansen	Human Services	Low Resolved	TTR Missed: No	TTR: 0.35

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INC000000321955	Rick Cobia	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro D North Desktop Support	Neil Smedley	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000321958	Linda Taylor	PC/Laptop	None	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Resolved	TTR Missed:	No	TTR:	3.30
INC000000321959	Melanie Jex	PC/Laptop	None	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Resolved	TTR Missed:	No	TTR:	3.30
INC000000321972	Relda White	Network	Performance	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.05
INC000000321979	Salvador Mendez	Telecom	Call/Receive	None		TIR Missed:	No	TIR:	0.27
	Voice Operations	Annette Nielsen	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.37
INC000000321985	Mark J Scott	Application	None	ZENworks for Desktops		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.09
INC000000322016	Val Bonnett	Application	Error	State Payroll Time Entry System		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.10
INC000000322020	Kimia Prince	Application	None	Adobe Acrobat		TIR Missed:	No	TIR:	0.04
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.15
INC000000322035	Daniel Nuno	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.13
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.18
INC000000322037	Anna Cervantes	Application	Error	State Payroll Time Entry System		TIR Missed:	No	TIR:	0.21
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.33
INC000000322046	Denise K Steele	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro D Help Desk	Doug Brown	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000322061	Susan Burnett	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000322086	Nan Holdaway	Application	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Capitol Hosting	Conn Peterson	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000322093	Vea Ofa	Application	Error	None		TIR Missed:	No	TIR:	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000322098	Kaylee Dimick	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000322100	Frank Elder	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000322104	Spencer Schmutz	Application	Password	Utah Master Directory		TIR Missed:	No	TIR:	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00

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INC000000322114	Kurt Foster	Application	Reporting	None		TIR Missed:	No	TIR:	0.00
Help Desk	Vicky Marrelli	Human Services	Low	Resolved		TTR Missed:	No	TTR:	0.00
INC000000322115	Ramon Jimenez	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Human Services	Low	Resolved		TTR Missed:	No	TTR:	0.00
INC000000322118	Monica Kitchens	Network	Error	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Human Services	Low	Resolved		TTR Missed:	No	TTR:	0.00
INC000000322119	Kolleen Fortner	Network	Error	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Human Services	Low	Resolved		TTR Missed:	No	TTR:	0.00
INC000000322122	Jacob Fox	Application	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
Help Desk	Vicky Marrelli	Human Services	Low	Resolved		TTR Missed:	No	TTR:	0.00
INC000000322150	Quincy Christen	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Human Services	Low	Resolved		TTR Missed:	No	TTR:	0.00
INC000000322157	Sinaloa Tuiatua	None	None	None		TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved		TTR Missed:	No	TTR:	0.00
INC000000322162	Geogia Johnston	None	None	None		TIR Missed:	No	TIR:	0.00
Capitol Hosting	Conn Peterson	Human Services	Low	Resolved		TTR Missed:	No	TTR:	0.00
INC000000322164	Elaine Ewell	None	None	None		TIR Missed:	No	TIR:	0.00
Capitol Hosting	Conn Peterson	Human Services	Low	Resolved		TTR Missed:	No	TTR:	0.00
INC000000322165	Dorthea Miles	None	None	None		TIR Missed:	No	TIR:	0.00
Capitol Hosting	Conn Peterson	Human Services	Low	Resolved		TTR Missed:	No	TTR:	0.00
INC000000322168	Thelma Poulson	None	None	None		TIR Missed:	No	TIR:	0.00
Capitol Hosting	Conn Peterson	Human Services	Low	Resolved		TTR Missed:	No	TTR:	0.00
INC000000322175	Terry Gardner	None	None	None		TIR Missed:	No	TIR:	0.00
Capitol Hosting	Conn Peterson	Human Services	Low	Resolved		TTR Missed:	No	TTR:	0.00
INC000000322178	Sylvia Stevenson	Application	Password	None		TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved		TTR Missed:	No	TTR:	0.00
INC000000322192	Corvin Bergstrom	Network	Password	None		TIR Missed:	Yes	TIR:	1.06
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved		TTR Missed:	No	TTR:	1.61
INC000000322205	Rita Munson	None	None	None		TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved		TTR Missed:	No	TTR:	0.00
INC000000322206	Nephi Penerosa	Network	Incident	None		TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved		TTR Missed:	No	TTR:	1.17
INC000000322208	Thelma Poulson	None	None	None		TIR Missed:	No	TIR:	0.00
Capitol Hosting	Conn Peterson	Human Services	Low	Resolved		TTR Missed:	No	TTR:	0.00

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INC000000322210	Roxane Shepherd Rural Central Desktop Support	Print/Copy/Scan/Fax Robert Case	Incident Human Services	None Low		TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 3.04
INC000000322216	Val Bonnett Help Desk	Application James Stearns	Password Human Services	Utah Master Directory Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000322219	Thelma Poulson Capitol Hosting	None Conn Peterson	None Human Services	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.22 1.22
INC000000322230	Justina Flesher Metro B Desktop Support	Application Annice Valdez	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.76
INC000000322232	Vicky Wallace Metro B Help Desk	Mainframe Val Shepherd	Password Human Services	Office of Recovery Services Infrc Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000322233	Kati Wheatley Metro B Help Desk	Application Val Shepherd	None Human Services	Internet Explorer Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000322242	Douglas Call Metro B Help Desk	Application Val Shepherd	Password Human Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000322244	Val Bonnett Metro B Help Desk	Network Janet Hongsyvilay	Error Human Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000322248	Robyn Delgado Metro B Help Desk	Application Janet Hongsyvilay	Reporting Human Services	Echart Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.23
INC000000322254	Mike Derbidge Metro B Help Desk	Application Val Shepherd	Password Human Services	PGP Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000322275	Jessica Jonas Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	RSA SecurID Software Token Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 3.11
INC000000322278	Clarissa Blackmer Metro B Help Desk	Network Val Shepherd	Password Human Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.45 0.67
INC000000322298	Claire Mantonya Network Operations	None Brant Davis	None Human Services	None Medium	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.16 1.16
INC000000322305	Maria Hernandez Metro B Help Desk	None Val Shepherd	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.13
INC000000322327	Tyler D Black Metro C Help Desk	Network Chuck Wilson	Password Human Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000322335	Gloria Kay Metro B Help Desk	None Janet Hongsyvilay	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.30 0.34
INC000000322356	Mike Derbidge Metro C Help Desk	None Ross Owen	None Human Services	BlueZone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000322363	Valene Gibbs	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000322364	Marc Anson	Telecom	Voice Mail	Telephone		TIR Missed:	No	TIR:	0.12
	Voice Operations	Annette Nielsen	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.22
INC000000322378	Zeljka Sudar	Network	Error	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.05
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.42
INC000000322383	Melanie Jex	Application	Error	PGP		TIR Missed:	No	TIR:	0.22
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Resolved	TTR Missed:	No	TTR:	1.17
INC000000322421	Kelli Tabarez	Application	Error	None		TIR Missed:	No	TIR:	0.04
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.29
INC000000322425	Narine Aleksanyan	Application	Error	ZENworks for Desktops		TIR Missed:	No	TIR:	0.22
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.63
INC000000322428	Bret Hardy	None	None	None		TIR Missed:	No	TIR:	0.22
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.22
INC000000322436	Kyla Openshaw	PC/Laptop	Password	None		TIR Missed:	No	TIR:	0.60
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.81
INC000000322441	Gwynith Welch	Application	None	Novell GroupWise		TIR Missed:	No	TIR:	0.16
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.16
INC000000322464	April Hardman	None	None	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000322467	Doris Prettyman	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.38
	Rural South Desktop Support	Lane Adams	Human Services	Low	Resolved	TTR Missed:	Yes	TTR:	6.25
INC000000322475	Jerna Watson	Application	Reporting	PGP		TIR Missed:	No	TIR:	0.37
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.87
INC000000322482	Bill Duncan	Application	None	Novell GroupWise		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.27
INC000000322483	Melanie Jex	Application	Error	None		TIR Missed:	No	TIR:	0.52
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.66
INC000000322503	Nickie Stocks	Network	Error	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.44
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.71
INC000000322517	Arla Jensen	Application	Error	Utah Electronic Resource and E		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.13
INC000000322535	Rashelle Butcher	PC/Laptop	None	None		TIR Missed:	No	TIR:	0.14
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.32

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INC000000322542	Doreen Morgan Metro B Desktop Support	Network Cindy Reed	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.71 0.71
INC000000322551	Leslie Howell Metro D Help Desk	None Doug Brown	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000322554	Amy Hall Rural Central Desktop Support	Network Paul Petersen	Password Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.66
INC000000322558	Shanel Long Metro B Help Desk	Application Janet Hongsyvilay	Password Human Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.26 0.32
INC000000322562	Kelly Richards Voice Operations	Telecom Julie Sabato	Call Management Human Services	Avaya IP Softphone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.31 0.32
INC000000322570	Sinaloa Tuiatua Metro B Help Desk	Network Val Shepherd	Error Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 0.09
INC000000322590	Arlene Call Metro B Help Desk	network Janet Hongsyvilay	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.05
INC000000322596	Cheryl Schilling Metro B Help Desk	Network Janet Hongsyvilay	None Human Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.04
INC000000322597	Les Carter Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.35 1.11
INC000000322602	Dorothy Richardson Rural Central Desktop Support	Application Todd Hardy	Error Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.07
INC000000322603	Becky Gallegos Metro B Help Desk	Application Val Shepherd	Error Human Services	Utah Electronic Resource and E Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.37 1.29
INC000000322610	Mavis Stevenson Metro B Help Desk	Application Janet Hongsyvilay	Password Human Services	Utah Criminal Justice Informatio Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.22 0.31
INC000000322616	Ronald Wright Help Desk	Mainframe Vicky Marrelli	Password Human Services	BlueZone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000322630	Francesco Lepore Rural Central Desktop Support	None Robert Case	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000322637	Amy N Hall Metro B Help Desk	Application Janet Hongsyvilay	Password Human Services	Citrix ICA Client Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.14 0.72
INC000000322666	Tom Sullivan Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.18
INC000000322672	Liz Wing Metro C Help Desk	None Reed Stohel	None Human Services	ZENworks for Desktops Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000322689	Chuck Bruder Metro B Desktop Support	Application Bill Crowther	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.83
INC000000322694	Fleishia Taylor Metro B Help Desk	Application Val Shepherd	Error Human Services	SAFE Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.14 0.46
INC000000322707	Chris Wride Help Desk	Print/Copy/Scan/Fax James Stearns	Queue Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000322711	Rebecca Monsen Metro D Help Desk	Network Doug Brown	Password Human Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000322736	Kathy Tollett Metro B Help Desk	Network Val Shepherd	Incident Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000322740	Jamie John Metro B Help Desk	Application Val Shepherd	Password Human Services	Citrix ICA Client Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000322744	Dan Chatterton Rural Central Desktop Support	Network Troy Morris	Password Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000322772	Curtis Tesch Metro B Help Desk	PC/Laptop Val Shepherd	Performance Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.42
INC000000322773	Gina Denning Metro B Help Desk	Application Janet Hongsyvilay	Password Human Services	SAFE Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.22 0.29
INC000000322778	Sandy Gibson Metro D North Desktop Support	Print/Copy/Scan/Fax Kelly Warren	Queue Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000322820	Nicholas Manookin Metro B Desktop Support	PC/Laptop Bill Crowther	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.88 2.20
INC000000322839	Kathy Tollett Metro B Help Desk	Network Janet Hongsyvilay	Error Human Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.04
INC000000322851	Melissa Moss Metro B Help Desk	Application Val Shepherd	Reporting Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.25 0.37
INC000000322854	Kay Layton Metro C Help Desk	None Chuck Wilson	None Human Services	Microsoft Word Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000322863	Silvia Romero Metro B Help Desk	Application Val Shepherd	Password Human Services	Office of Recovery Services Infoc Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.03 0.08
INC000000322867	Craig L Povey Metro B Help Desk	Application Val Shepherd	Reporting Human Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.15 0.39
INC000000322868	Craig S Webb Metro B Desktop Support	Print/Copy/Scan/Fax Annice Valdez	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.02 3.51

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INC000000322871	Scott Buys Metro B Help Desk	Network Val Shepherd	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000322891	Kim Miller Metro D Help Desk	Network Doug Brown	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000322893	Holly Watson Metro B Desktop Support	PC/Laptop Anthony Booyse	Hardware Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.36 1.54
INC000000322901	Larry Kelly Metro B Desktop Support	PC/Laptop Cindy Reed	None Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.03 2.36
INC000000322902	Mallory Parry Rural Central Desktop Support	PC/Laptop Gerald Adams	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.42
INC000000322903	Sheryl Poole Rural South Desktop Support	Application Scott Jesienouski	Error Human Services	SAFE Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.04 1.23
INC000000322904	Dave MacArt Rural South Desktop Support	Network Lance Nay	Password Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000322906	Janice Gee Metro B Help Desk	None Val Shepherd	None Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000322910	Georgeia Wood Metro B Desktop Support	None Annice Valdez	None Human Services	RSA SecurID Software Token Low	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.75 2.77
INC000000322921	Ronni Eggen Rural South Desktop Support	Network Lance Nay	Password Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000322928	Ronni Eggen Rural South Desktop Support	Network Lance Nay	Password Human Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000322935	Amanda Rader Help Desk	Application Vicky Marrelli	Error Human Services	State Payroll Time Entry System Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000322949	Alyson Beck Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000322962	Lana Stohl Metro B Help Desk	Application Val Shepherd	Password Human Services	Citrix ICA Client Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.16 0.19
INC000000322964	Erika L Marks Metro B Help Desk	Network Val Shepherd	Error Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.17 0.51
INC000000322980	Karen Hill Metro C Help Desk	None Ross Owen	None Human Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000322981	Denise Bradshaw Metro A Help Desk	Application Liz Evans	Password Human Services	Computerized Unemployment B Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08 0.08

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INC000000322982	Lisa Tarbox Metro C Help Desk	Application Reed Stohel	Password Human Services	DB2 Query Management Facility Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000322983	Melissa Baide Metro B Help Desk	Mainframe Val Shepherd	Password Human Services	BlueZone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000323029	Pat Peterson Metro B Help Desk	Application Val Shepherd	Reporting Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.14 0.30
INC000000323042	Julia Xanthos Metro B Help Desk	Network Val Shepherd	Incident Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 0.09
INC000000323044	Marcie Rogers Help Desk	Print/Copy/Scan/Fax Vicky Marrelli	Incident Human Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000323070	Cyndi Cox Voice Operations	Telecom Annette Nielsen	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.40 0.80
INC000000323075	Cyndi Cox Voice Operations	Telecom Annette Nielsen	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.35 0.75
INC000000323076	Caesar Rayford Metro B Help Desk	Network Janet Hongsyvilay	None Human Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.19
INC000000323077	Cyndi Cox Voice Operations	Telecom Annette Nielsen	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.34 0.74
INC000000323135	Judy Sanders Metro B Help Desk	Network Janet Hongsyvilay	Password Human Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 0.14
INC000000323159	Lois Lemings Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.08
INC000000323177	Justina Flesher Operations Production Control	None Christie Burnham	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000323178	Justina Flesher Operations Production Control	None Christie Burnham	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000323180	Justina Flesher Operations Production Control	None Christie Burnham	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000323181	Justina Flesher Operations Production Control	None Christie Burnham	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000323183	Justina Flesher Operations Production Control	None Christie Burnham	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000323185	Justina Flesher Operations Production Control	None Christie Burnham	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000323189	Carol Niehus	PC/Laptop	Error	None		TIR Missed: No	TIR: 0.06
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.21
INC000000323198	John Thompson	None	None	Office of Recovery Services Infc		TIR Missed: No	TIR: 0.10
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.27
INC000000323202	Renee Van Tussenbrook	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro D Help Desk	Doug Brown	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000323205	Cleo Marshall	Application	Reporting	Utah Master Directory		TIR Missed: No	TIR: 0.19
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.33
INC000000323207	Jim Van Zant	Network	Incident	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000323211	Shauna Iverson	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.02
INC000000323213	Jay Griffiths	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000323215	D'Lyn Mayne	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000323217	Martin Meyer	Application	Error	Internet Explorer		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000323219	Justina Flesher	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000323226	Stuart Beck	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro D Help Desk	Doug Brown	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000323228	Julie Hansen	PC/Laptop	Performance	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000323238	Josette Harding	PC/Laptop	Performance	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000323246	Cindy Unwin	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00